



ENROLMENT, ORIENTATION AND CANCELLATION PROCEDURE

Policy Hierarchy link	Children (Education and Care Services National Law Application) Act 2010 Education and Care Services National Regulations 2011: <i>Part 4.7</i> NSW Public Health Act 2010 Public Health Amendment (Vaccination of Children Attending Child Care Facilities) Bill 2013 NSW Public Health Regulation 2013 National Quality Standard: 6.1		
Responsible Officer	Vice-President, University Services		
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Superseded Documents			
File Number	Contact the Records & Archives Office .		
Associated Documents	Fee procedure		
Version	Authorised by	Approval Date	Effective Date
3.3	Early Years Management	16 September 2016	16 September 2016

1. Purpose and Scope

This procedure will apply to UNSW Early Years Management, all families enrolled and on the waitlist, and for UNSW Early Years.

UNSW Early Years aims to offer early childhood education and care places in a fair and equitable manner to all eligible children from birth to school age. Each UNSW Early Years Campus is obliged to take into account priority of access guidelines as set down by funding bodies and it the University's own priority of access guidelines. UNSW Early Years must operate in a financially viable manner.

Enrolment and orientation processes will be planned and implemented in consultation with families in order to support the transition of a child and family to the Campus. Due consideration will be given to both the culture and language of each family. Documentation including authorisations will be completed during the enrolment and orientation process and prior to official starting date.

Every effort will be made to develop a respectful two-way partnership between the family and the early learning campus. However, UNSW Early Years Management recognises that there may be some circumstances where the appropriate course of action is the cancellation of a child's enrolment.

2. Definitions

SSP – Special Study Program (Sabbatical leave)

Student – a student enrolled in a UNSW course

Staff- a staff member employed by UNSW

3. Procedure

3.1 Priority of Access

Priority of access will be given to children of UNSW staff and UNSW students in keeping with the guidelines established by UNSW Early Years Management.

Note: UNSW Early Years staff are considered within the same priority of access as all other UNSW staff.

The following Priority of Access Guidelines (NSW) apply:

1. Children at risk of serious abuse or neglect.
2. A child of a single parent or parents who both satisfy the work/training/study test.

Within these main categories priority should also be given to children in:

- Aboriginal and Torres Strait Islander families
- Families which include a person with a disability
- Families on low incomes
- Families from culturally and linguistically diverse backgrounds
- Socially isolated families
- Single parent families

Priority is also given for:

- Siblings of children currently enrolled at the Campus. This applies only if siblings will be attending the Campus concurrently and to those families who remain students or employees of the University.
NOTE: Community family siblings must be more than 2 years of age.
- Enrolled children of families who are returning from a period of secondment or SSP.
NOTE: A letter of confirmation from the Head of School may be required.
- Enrolled children of families who are returning from Parental Leave.
- Children who are enrolled at UNSW Early Years and wish to transfer to a different Early Years campus.
- Children of UNSW strategic hires as directed by UNSW.

NOTE: UNSW Early Years priority guidelines for individual Campuses;

House at Pooh Corner – UNSW students

Kanga's House – UNSW staff

Owl's House – UNSW staff

Tiggers Honey Pot – UNSW staff

3.2 Waitlist Procedures

To complete an online Waitlist Application please visit www.earlyyears.unsw.edu.au.

A child's name can be placed on the waitlist after confirmed conception or in the case of adoption, at the time the adoption is applied for.

A child who is withdrawn from any Campus within the last three months of a year will require a new waitlist application to be submitted, should the family wish to re-enrol at any point in the future.

It is the responsibility of the family to maintain a current waitlist application and to ensure that the required start date is up to date.

3.3 Procedures to fill a vacancy

There is one general intake for new enrolments each year. Offers for this intake are made in October for commencement in January and February the following year. Vacancies throughout the year only become if a child's days of attendance are reduced or if a child leaves the early learning campus. Places are offered as follows:

- To a child currently enrolled at that Campus.
- To siblings of children enrolled at that Campus – as per 3.1 Priority of Access.
- To a child of a UNSW strategic recruit for staff or student
- To a child requesting an Internal Transfer.
- To a child on the UNSW Early Years centralised waitlist as per 3.1.

When offering a position from the waitlist, the following steps are taken:

- An Early Years representative will contact the family by email. The offer will be confirmed in writing and will outline the enrolment requirements including the starting date.
- The family will be given 24 hours in which to inform Early Years of their decision as to accept or reject the offer.
- If a response is not received from the family within 48 hours, the offer will move to the next family on the waitlist.
- A position will not be held open (and unpaid) for any family.
- Families who decline an offer will remain on the waitlist. However, their waitlist registration date will be changed automatically to the date on which the offer was declined (i.e. their waitlist application will be moved to the bottom of the waitlist).

NOTE: Offers will only be made to families whose waitlist application is “active” and whose required start date is within three months of the offer date.

3.4 Acceptance of offer

3.4.1 A family's acceptance is contingent on acceptance of the terms and conditions as stated on their offer.

- Two weeks full fees must be paid within one week of the offer (see Fee Procedure).
- When accepting an offer, the family is committing to the offered attendance pattern for a 12 week period. Any change requested will take effect after the 12 week period and only when a *Change to Enrolment request* has been submitted.

3.4.2 Positions offered will be under a certain fee category. This category is that which will apply for the entirety of the enrolment unless:

- a) The family ceases to work at UNSW in which case the enrolment will become a community placement.

- b) The family ceases to study at UNSW in which case the enrolment will become a community placement - unless that family then becomes a staff member, in that case the position will become a staff placement.
- c) Should a family be both a staff and student member, the family will be enrolled as a staff placement.

Please note that student enrolments exist for families who are predominantly students of UNSW. Verification of course loading may be requested.

Families who enroll as staff and then become students of UNSW will only move to student enrolment if they are no longer employed at UNSW in any capacity.

3.4.3 Early Years will provide information upon enrolment including but not limited to:

- Enrolment procedure – which includes some authorisations
- A link to complete required information for our Child Care Management System (CCMS) – Hubworks
- Current fee and payment information
- Information regarding Child Care Benefit (CCB)
- Information regarding Child Care Rebate (CCR)
- Information regarding Salary Deductions
- Information regarding Salary Sacrifice
- Information on National Quality Framework (NQF), National Quality Standards (NQS), and the Early Years Learning Framework (EYLF).
- Any information regarding commencement of attendance at the Campus (settling in guidelines, clothing requirements etc)
- Policies and procedures including but not limited to, those required under Regulation 168

3.4.4 Change of mind

- Families who accept an offer and then change their mind prior to commencement will be charged a **non-refundable \$200 Administration Fee** if written notice is provided at least four operational weeks in advance of the commencement date.
- Families who accept an offer then change their mind prior to commencement without providing written notice at least four operational weeks in advance of the commencement date will **forfeit their full two-week deposit**.
- In both instances of change of mind the waitlist application date will be reset to the date of the decline of the offer.

3.5 Orientation

Orientation will be arranged between the family and a Campus representative.

Prior to the agreed start date for the child the family will:

- Sign the enrolment form, indicating that they accept and will adhere to the Campus's current philosophy and procedures. It is a condition of continuing enrolment that parents abide by all of the Campus's and UNSW procedures and policies.
- Collaborate with staff to provide the best possible start for the child at the Campus.

- Provide information and related documentation about their child including such things as routines, children's additional needs including medical conditions, health and developmental concerns etc.
- Provide the current Australian Childhood Immunisation Register (ACIR) History Statement.
- Bring in original Birth Certificate or Passport of the child to be copied and kept on file at the centre.
- Provide Customer Reference Numbers (CRN) for child and linked parent to the Campus if CCB and CCR are to be accessed.
- Provide current contact information for parents and emergency persons.
- Provide information on children's additional needs (including medical conditions, health and developmental concerns).
- Provide any applicable court orders

This information will be kept on premises in accordance with Campus procedures and the *Education and Care Services National Regulations 2012*.

3.6 Commencing at the Campus

See each individual campus's Guideline for *Settling a Child into the Campus*.

The Nominated Supervisor or Campus representative will ensure that all forms are completed and the necessary information has been provided.

3.7 Hours of Care

We ask that families consider the impact of long days on their child. If a child displays signs of being unable to cope, the family of that child will be contacted and requested to collect the child as soon as practicable. This is to ensure the child's right to well-being and high-quality care for all attending children.

3.8 Patterns of Attendance

To provide stability, continuity of care and quality programs for all children at the Campus, each room has a combination of full time and part time enrollments. These patterns of attendance enable a high occupancy rate which supports prudent financial management.

Attendance patterns are:

2 days - Monday & Tuesday **OR** Thursday & Friday

3 days - Monday, Tuesday & Wednesday **OR** Wednesday, Thursday & Friday

4 days - Monday, Tuesday, Thursday, Friday

5 days- Monday, Tuesday, Wednesday, Thursday and Friday.

Positions of one day per week will not be offered.

In certain circumstances the Campus may (at its discretion) allow variations of the patterns of attendance upon written request from the families and if available. Standard pattern of attendance will be scheduled for the commencement of the next year, variations will be reviewed annually.

3.9 Change to enrolment request

Requests for change will be considered and made only if the Campus can accommodate the request.

3.9.1 Occasional Extra Days

All **extra days** are in addition to your current attendance. Families seeking extra casual days for their child should consult with the Campus to check availability. Extra days will not be granted if fees are not up-to-date.

Day swaps are not permitted.

3.9.2 Permanent Changes

Families seeking to **increase** their child's permanently enrolled days should submit online a *Change to Enrolment request*. Requests for additional days will be considered in the order of submission, and in line with priority guidelines. If fees are in arrears, additional days will not be granted. Increases will be dependent upon availability.

A family who wishes to **reduce/change or withdraw** from the centre their child's enrolment days should submit online a *Change to Enrolment request*. Four full weeks' notice in writing is required to request a reduction or change of days. Notwithstanding clause 3.4.1.

Any new attendance pattern must remain within the UNSW Early Years pattern of attendance as per 3.8. For withdrawal, a child's final day will be at the end of the child's usual weekly pattern.

Withdrawal from any Early Years Campus will not be accepted within the final four weeks of campus operation for the year. Families will be responsible for full fees regardless of attendance in this four-week period.

3.10 Internal Transfers between UNSW Early Years Campuses

Families interested in transferring between UNSW Early Years Campuses must submit an online *Internal Transfer Request*. As per all other positions, Early Years cannot guarantee when or if a position in the preferred Campus will become available. Transfers will be offered in line with the Campus's priority guidelines as per 3.1.

It is the responsibility of the family requesting an internal transfer to submit a new request annually.

When a family is transferring between two UNSW Early Years Campuses an Internal Transfer Acceptance form and any other related forms / documentation will be completed by the family.

All documentation related to the child and family will be transferred to the new campus during the orientation period. This includes portfolios, specialist reports and any other documentation that is deemed necessary to aid the continuity of the enrolment.

Families will be required to follow the new Campus's orientation process

3.11 Special Study Program (SSP) / Sabbatical Leave

UNSW Early Years supports UNSW in its provisions for professional development through the SSP. Families who take up SSP will be given priority to return to a position at their Campus. Return positions cannot be guaranteed as a vacancy must become available. As most new positions become available in the new year, it is suggested where possible, that SSP be taken in the second semester with a return to UNSW in January. For all SSP leave, written verification from HR or head of school is required.

3.12 Re-enrolment of children for the following year

Currently enrolled children

In September, families of currently enrolled children will be asked to indicate their enrolment needs for the following year, including any request for internal transfers. Each Campus will endeavor to accommodate requests for change before offering positions to new children. A review of attendance patterns (as outlined in 3.8) will occur at this time.

When accepting an offer for re-enrolment for the following year, the days offered are to be kept for at least 12 weeks before any changes can be made. Requests for change must be made in writing by submitting the *Change to Enrolment* request.

Priority is then given to families returning from parental leave or SSP once all currently enrolled children's requests are met.

All fees must be up to date at the end of the year to guarantee the child's position for the following year.

3.13 Parent no longer studying at, employed by, or on leave from UNSW

When a parent is no longer employed or studying at UNSW their child is no longer entitled to Priority 1 access.

For children under 2 years of age – the family may be asked to vacate their child's position in favour of a UNSW student or staff member. A period of grace of four (4) months will be given to that family. If, at the end of this period, another family in Priority 1 - 3 categories does not require the position the enrolment may continue at the discretion of UNSW Early Years Management. The enrollment will be reviewed every three months.

When a UNSW parent takes leave without pay, the child's continuing enrolment at the Campus will be re-assessed in accordance with Priority of Access Guidelines and current Campus enrolments. Whilst a parent is on parental leave their employment or study status is considered to be continuing, therefore the child's position in the Campus will be maintained although days of attendance may be adjusted.

3.14 Cancellation of a child's enrolment by UNSW Early Years

At times it may be necessary for a child's enrolment within UNSW Early Years to be cancelled. Circumstances that could lead to cancelling the enrolment of a child may include:

- A family member committing an illegal act on the Campus's premises.
- A family members non-compliance with the procedures.
- A family member who makes a vexatious accusation against a UNSW Early Years staff member, child or parent.
- A family member who abuses or threatens a UNSW Early Years staff member, child or parent.
- Habitual non-payment of fees – as per **Fee Procedure**.
- Willfully or negligently making a false or misleading statement that relates to the enrolment of a child at the Campus or to the care the child receives.
- Any circumstance that UNSW Early Years believes adversely affects the ability of the Campus to give proper care to a child and the family or adversely affects the welfare of staff or other children and families at the Campus.
- Continual extreme behaviour of the child, which compromises the safety and well-being of other children and staff at the Campus. This will be a last resort action.

NOTE A position may be terminated immediately without opportunity for consultation if it is perceived that there is an imminent chance of harm or threat to a staff member, child or other Campus family member.

When circumstances arise that may cause the cancellation of an enrolment the following steps will be taken:

- The Nominated Supervisor will make the UNSW Early Years General Manager aware.
- The UNSW Early Years General Manager and the Nominated Supervisor will arrange a meeting with the family. Confidential dated written records will be made, detailing issues raised and action taken. These records will be stored securely until Early Years Management.
- All avenues of resolution will be followed through within a specified timeframe.
- If, after every effort has been made, the UNSW Early Years General Manager decides that there is no alternative to cancelling the enrolment the family will be given written confirmation of the immediate termination of the enrolment.

4. Review & History

5. Acknowledgements

Department of Education and Training

http://education.gov.au/early_learning Accessed September 2015

Department of Social Services:

<https://www.dss.gov.au/our-responsibilities/families-and-children/programmes-services/early-childhood-child-care/child-care-information-for-service-providers>

Accessed September 2015

Appendix A: History

The authorisation and amendment history for this document must be listed in the following table. Refer to information about [Version Control](#) on the Policy website.

Version	Authorised by	Approval Date	Effective Date	Sections modified
1.0	Vice President, University Services	November 2013	November 2013	
2.0	Early Years Management	March 2014	April 2014	3.4; 3.5; 3.6; 3.11
2.1	Early Years Management	26 September 2014	27 October 2014	3.1, 3.9
3.0	Early Years Management	September 2015	October 2015	3.5, 3.14. Added 3.4 & 3.11
3.1	Early Years Management	28 April 2016	28 May 2016	3.4.1, 3.9
3.3	Early Years Management	16 September 2016	16 September 2016	3.3, 3.4