



Head of the Class Ltd

Registration, Departure, Non-collection, Lost Child, Sick Child, Access and Centre Capacity Procedures.

1. Registration Procedure

The parent or guardian should bring his/her child/ren into the Centre's reception area, through the gate and into the main body of the Centre. Here they will be met by a member of staff, who will then register the student's arrival on the computer database.

The student is required to write their name and time of arrival on a paper 'Attendance/Evacuation Register' in pen, which is kept on the desk by the registration computer.

Once this is completed the member of staff equips the student with the necessary materials for his/her session.

The parent should then leave the centre, ensuring the gate is closed behind them and the member of staff should take the student to a workstation. If the parent is not present, the above procedure should be followed with regard to the student and staff member.

2. Departure Procedure

Upon enrolment of their student/s, the parent is required to indicate on the Registration Form who is authorised to collect their child at the end of their session. If the parent does not provide any names, then only that parent will be allowed to collect the student .

They may only give permission for their child to be allowed to leave independently if they are aged 8 years or over as per Ofsted/Care Inspectorate requirements. This still applies to students leaving the centre for a break between a double session.

Parents should understand that Head of the Class Ltd can take no responsibility for students leaving or arriving unaccompanied. If a student must be collected, Head of the Class will keep students within the Centre until the parent or nominated person arrives in the reception area, where they will be greeted and identified by a staff member, before collecting the student.

Anyone not known to the team must have been given permission on the Registration Form subsequently in writing. Changes to these names can be made in the future, but must be advised by the parent. This information is then recorded on our membership database accessed at the reception desk.

On the Registration Form the parent is also asked to provide a password for collection and security purposes. If the person collecting a student is known to the team, they will not ask for this password. If a person asks to collect a student who is not known, they will check the pick up permission list to see if they have permission to collect the student. If they are not listed we will call the parent and ask to confirm this new person was sent to collect the student, and ask both parent and the person sent to collect them to confirm the pick up



password. If this cannot be done, the student will not be permitted to leave until a nominated person can come to collect them.

In a situation where a police or court order is in place to prevent visitation/contact of a student by a parent, the family are required to inform the management team, and provide evidence to prevent an incident occurring where a student could be released into the care of a person who was previously allowed contact. If a couple divorce's and a parent does not want their ex partner to have access, they would need to notify the team so they could change the pick up arrangement records.

Students leaving unaccompanied should leave before or at the end of a maximum stay of 90 minutes. On leaving the Centre the student is required to log-out by writing the time of departure on the paper Attendance/Evacuation Register in pen. There is a clock on the registration computer and in Reception should the students need to check the time.

On leaving the centre all staff take responsibility to conduct a thorough sweep of the entire centre and any additional rooms to make sure all students have departed.

3. Student Non - Collection Procedure

In the instance of a student within our care, who is not permitted to leave Head of the Class independently not being collected within 120 minutes of being registered or by closing time, the following action should be taken:

i) Centre in a Supermarket:

- If the parent cannot be located in-store, request a tannoy announcement at Tesco/library Customer Services Desk, asking that the parent come to Head of the Class;
- If the parent is known to be in Tesco/library and staff:student ratios permit, a member of staff is to walk around the store to search for the parent. The student must remain in the centre with a vetted and cleared member of staff;
- If this fails, or the parent is not in-store, telephone the parent/guardian, or a person on their nominated collection contact list; and
- If the parent or guardian cannot be contacted, telephone the Social Services, who are trained to support the student and help them cope with their vulnerable position.

ii) Centre Stand Alone:

- Telephone the parent/guardian, or a person on their nominated collection contact list; and
- If the parent or guardian cannot be contacted, telephone the Social Services, who are trained to support the student and help them cope with their vulnerable position.

4. Lost Student Procedure



In the instance of a finding that a student within our care is missing and unaccounted for, actions should be taken in following sequence, until the student is located:

- Immediately inform the Centre Director and other staff members;
- Conduct a thorough search of the Centre. Check they have not been signed out/ collected by someone else;
- Where applicable, inform Tesco centre staff at the Customer Services Desk and request a tannoy announcement, requesting that the student and parent come into the Centre.
- Once the centre has been searched, if the student has not been found, telephone the parent;
- If the parent confirms that they do not know the location of the student , telephone the Police immediately;
- Complete an Incident Form; and
- Report to Head of Ofsted, Safeguarding & Compliance.

5. Sick Student Policy and Procedure

At the initial registration process all parents/guardians sign an agreement, this document states that:

- I give permission to the seeking of any emergency advice or treatment. (Head of the Class will attempt to contact you in the event of an accident or emergency)
- I agree not to bring my student into Explore if he/she is ill or infectious.
- In the instance of a student becoming ill whilst in Head of the Class's care, actions should be taken in the following sequence:
 1. Immediately inform the Centre/Assistant Director who are qualified in First Aid.
 2. Assess the student 's needs and treat accordingly. Check the student 's medical records and permission for administration of medicine/treatment form.
 3. If required, immediately call emergency services on 999 and request an ambulance.
 4. Telephone the parent to inform them of the incident if the emergency services have been called, or if we need them to collect the student.
 5. Explain on collection the student's symptoms, how we responded and any treatment given. For details on administration of medicine/treatment please refer to our policy: Administration of Medicine/Treatment.

6. Access and Supervision



Head of the Class

Explore. Discover. Reach

Staff and Visitors must sign in and out with the time when entering and leaving the centre in our Staff and Visitor Log. This is to safeguard our members and for use in an evacuation fire register. Staff under the age of 18 and all visitors must be supervised at all times within the centre by a member of staff over 18 with an enhanced DBS check.

Due to our safeguarding and Ofsted/Care Inspectorate requirements, our toilets are solely for the use of our members and staff when they are within the centre, and are not accessible for public use.

Relatives of members may be allowed to use the toilets if they are in centre attending a meeting as long as they are accompanied to and from the bathroom at all times by a member of staff. Relatives of members accompanying a member to the centre may be permitted to use the toilet if it is an emergency and no other toilets are available nearby i.e. in Tesco or a nearby café or library etc, as long as they sign in/out and a member of staff is available to accompany them to and from the bathroom.

7. Centre Capacity Policy

Head of the Class maintains a capacity limit of students within the centre at any one time. Should a situation arise whereby admitting further students would exceed these limitations, we reserve the right to not admit these students. In this situation, we would reschedule their session.