



Worthing Learning Hub
Terms and Conditions
December 2024

Worthing Learning Hub terms and conditions, including fees.

It is important that you read through our Fees Policy and understand exactly what is expected of You and how we will support your child within our setting.

Settling-in - Home education hub ONLY

Settling in sessions – settling in sessions are an important part of your child's transition into our setting.

We offer 1 free 2 hour settling in session OR as many settling in sessions as you and your child need (extra settling in sessions will be charged at 50% at the discretion of the educator)

Before the settling in sessions start, you must complete the required paperwork about your child including permissions, statutory information required for your child and contact details. If you do not complete the documentation, we cannot begin your session.

Starting with us - ALL

Please confirm the days and hours you would like to book for your child for their regular sessions. We will use this information to raise invoices every two weeks.

We reserve the right to extend the settling in period if we are concerned your child is struggling to settle.

Contracts can be terminated at any time during the settling in period by either party without prejudice.

Fees payable

Minimum days – We are happy to offer a minimum of 2 hours a week for our home ed hub sessions and 1 hour a week for one to one sessions and group GCSE sessions. We will try to be as flexible as possible to match the days and times you require.

Hourly fee – To be discussed and agreed in writing.

Notes:

Fees do not include (where applicable) nappies (or pullups), outings or food.

Booked sessions are reserved for your child's sole use. This means that we are unable to offer a place for another child on the contracted sessions that your child is due to attend.

For this reason, we charge full fees if your child is dropped off late or collected early.

The attendance register is a statutory document which must be completed at the beginning and end of each session. The register will show the exact time each child arrives at and leaves the setting and can be consulted at any mutually agreed time in case of a query over hours.

Terms & Conditions - Additional charges

Early drop off fee - £2.50 for every 15 minutes fee.

Late collection fee - first 5 mins not chargeable £2.50 after 5 minutes for every 15 minutes.

Late payment fee - if you are late paying your invoice, a reminder will be sent.

Payment will be expected within 7 days of the reminder. If it is not paid by this time, WLH reserves the right to suspend your child's attendance.

You will be charged 2% per working day, until payment is received. A maximum of 14 days will be given to make payment after which time we may terminate your contract and take action to recover the fees owed. This is always our last resort and we prefer to work with families to recover any monies owed.

Outings

Entrance fees and related expenses are charged at cost.

WLH will give notice and send permission forms for you to agree/disagree to any outing.

Holidays and illnesses

We all understand that sometimes, last minute appointments cannot be avoided. If something comes up which either party cannot give the correct notice for, we must inform one another as soon as possible. We will always aim to arrange any appointments we have outside of working hours wherever possible.

We might try and rearrange if possible or evaluate on a case by case basis.

If parents/carers wish to have their session as usual after notice has been given of a cancellation, we will aim to offer them their original session if possible.

- Provider occasional days off – no charge.
- Your holiday - Please give us as much notice as possible of your holiday dates.
- More than 4 weeks notice is given - no charge
- Less than 4 weeks notice given - half fee will be charged
- Your occasional days off - less than 1 weeks notice full fee is charged.
- Provider illness - no charge.
- Your child's illness - for short term notification (i.e under 24 hours)- full fee is charged.
- More than 24 hours notice - half fee is charged
- Bank holidays – we do not open on bank holidays.
- We offer only term-time sessions. We follow West Sussex term dates, for dates please see: <https://www.westsussex.gov.uk/education-children-and-families/schools-and-colleges/school-term-dates/>

Holiday club -

Notice will be given when we are running holiday clubs.

As your child attends our setting during term time you will be given first choice on attending.

Payment will be due in advance to secure your child's place.

Please book early to avoid disappointment.

Cancellation of a holiday club due to low numbers will be refunded.

Food

We have a strict no nuts policy.

Please send your child in with a snack if they are likely to get hungry.

Lunch (around 12.30pm) - please provide

Please send your child in with a water bottle.

If you are sending your child in with food, please note the healthy eating guidance

and Government information.

A healthy balanced diet for children

Food group	Examples of food included	Main nutrients provided	Recommended serving
Fruit and vegetables	Fresh, frozen, canned, and dried fruit, vegetables, and pulses	Carotenes (a form of vitamin A), vitamin C, zinc, iron, and fibre	At least 5 portions each day Provide a portion as part of each main meal (breakfast, lunch and tea) and with some snacks
Potatoes, bread, rice, pasta and other starchy carbohydrates	Bread, potatoes and sweet potatoes, starchy root vegetables, pasta, noodles, rice, other grains, breakfast cereals	Carbohydrate, fibre, B vitamins and iron	4 portions each day Provide a portion as part of each meal (breakfast, lunch and tea) and provide as part of at least one snack each day
Dairy and alternatives	Milk, cheese, yoghurt, fromage frais	Protein, calcium, and vitamin A	3 portions each day Provided as part of meals, snacks and drink
Beans, pulses, fish, eggs, meat and other proteins	Meat, poultry, fish, shellfish, eggs, beans, pulses, nuts	Protein, iron, zinc, omega 3 fatty acids, vitamins A and D	2 portions each day Provide a portion as part of lunch and tea (two to three portions for vegetarian children)

Payment information

Fees are invoiced fortnightly (June 2025)

Contracted hours are payable in full regardless of late arrivals, early collections, you or your child's illness, occasional days off etc. See above for details.

Payment options –

We currently only accept Bank transfer

Once we are fully Ofsted registered we will look into the options of childcare vouchers, tax free childcare payments. We do not accept cheques.

Please let us know if you are having problems paying your child's fees. We would rather work together with you to resolve the issues than suspend or terminate your child's contract.

Contract termination

Notice period – if you give notice, a minimum of 2 weeks' notice payment will be invoiced at the end of your contracted period. All fees must be paid in full before the contract is terminated.

The contract termination period does not include holiday days / weeks.

You can give notice at any time, if you choose to terminate with immediate effect you will still be charged for two weeks.

Note - if any fees are outstanding, including any fees in lieu of notice, you will be acting in breach of the contract. In such an instance we reserve the right to seek legal advice.

If you have any questions about this Fees Policy, please speak to WLH.

Code of Conduct

At Worthing Learning Hub, we endeavour for each child to have a positive experience of education, therefore we expect our students to follow a code of behaviour to ensure that everyone can feel safe and happy in our setting. Please see appendix 1 of this contract for the code of behaviour. Depending on your child's understanding, you may wish for them to sign this code of behaviour document, or if you feel it is more appropriate please sign it on their behalf as their parent/carer.

Leaving the premises

We understand that if your child is older you may wish for them to leave our hub independently at the end of each session. If this is the case, please read and sign appendix 2 of this document.

Signature:

Date:

Printed Name:

Policy review date: Annually, due in August 2025 . You will be given 4 weeks' notice of changes to fees so you can adjust your payments.



Appendix 1: **Worthing Learning Hub Student Code of Behaviour**

Purpose

This code of behaviour was written in consultation with children and young people. It aims to make sure everyone who participates in Worthing Learning Hub's services knows what is expected of them and feels safe, respected and valued.

Worthing Learning Hub must make sure that everyone taking part in our services has seen, understood and agreed to follow the code of behaviour, and that they understand the consequences of inappropriate behaviour. We expect people who take part in our services to display appropriate behaviour at all times. This includes behaviour that takes place outside our organisation and behaviour that takes place online.

Basic principles

This code of behaviour aims to:

- identify acceptable and unacceptable behaviour
- encourage cooperation, honesty, fairness and respect
- create an environment where your self-esteem, self-respect and self-confidence will grow
- encourage you to recognise and respect the rights of others
- encourage you to take responsibility for your own behaviour
- help resolve conflicts and make it clear what will happen if you decide not to follow the code.

Dos and don'ts

You should:

- cooperate with others
- be friendly
- listen to others
- be helpful
- have good manners

- treat everyone with respect
- take responsibility for your own behaviour
- talk to WLH tutors about anything that worries or concerns you
- follow this code of behaviour and other rules (including the law)
- join in and have fun!

You shouldn't:

- be disrespectful to anyone else
- bully other people (online or offline)
- behave in a way that could be intimidating
- be abusive towards anyone.

What happens if I decide not to follow the code of behaviour?

This code of behaviour is part of our process for making sure everyone who takes part in our services receives the support they need. If you behave in a way that doesn't follow our behaviour code, our staff or volunteers will remind you about it and ask you to comply with it. They will give you an opportunity to change your behaviour. This gives you the chance to think and to plan how you could behave differently, with support from staff and/or volunteers.

Formal warning

If you continue not to follow the code of behaviour after your first reminder, or if your behaviour is more serious, you will be given a formal warning by the person running your session. They will make a record about what happened and inform your parents or carers if this is appropriate. They will also talk with you about what happened and agree what support you need to improve your behaviour in the future. We may also decide that a sanction is appropriate such as restricting you from taking part in some activities

Final warning

If the support we have put in place isn't helping you to change your behaviour, we may need to give you a final warning. Again, this will be recorded and we'll inform your parents or carers as appropriate. At this point, we may need to talk with you and your parents or carers about other services that might be more able to give you the support you need.

Child protection procedures

If any member of staff or volunteer becomes concerned that your behaviour suggests you may be in need of protection or that you may present a risk of harm to other children and young people, they will follow our child protection procedures. This may involve making a referral to the local authority.

If child protection procedures are necessary, we will talk this through with you and your parents as soon as possible, unless doing so would put you in danger or interfere with a police investigation.

The role of parents and carers

We see parents and carers as valuable partners in promoting positive behaviour and will involve them as appropriate. We will always inform and involve your parents or carers if you receive a formal warning about your behaviour, unless doing so would put you in danger.

Name:

Signed:

Date:



Appendix 2: **Parental Permission form**

The purpose of this form is for parents/guardians to give permission for their child to leave Worthing Learning Hub premises independently, for the reasons outlined below

Student name:

I/we give permission for our child to leave the Worthing Learning Hub premises independently at the end of the session, or a pre-arranged time. I/we hereby assume all the risks for the above permissions and will take full responsibility of my/our child once they leave Worthing Learning Hub property. I/we waive, release, and discharge Worthing Learning Hub, and any individual employed by Worthing Learning Hub, from any liability arising from my child being off Worthing Learning Hub property.

N.b. if the child leaves the premises before the end of the session, or if we have any concerns about them absconding we will contact the parents/carers or in some cases if appropriate contact the police

Print parent/carer name:

Signature:

Date:



I/we have read and agree to the terms and conditions outlined in Worthing Learning Hub Terms and Conditions June 2025

Signature:

Date:

Printed Name:

Policy review date: Annually, due in June 2026 . You will be given 4 weeks' notice of changes to fees so you can adjust your payments.

I/we have read and agree to the **Worthing Learning Hub Student Code of Behaviour**

Signature:

Date:

Printed Name:

Name of student/s: