



# BOSCA USER GUIDE



After School  
3.00 – 6.00pm

Before School  
8.00 – 9.00am

Holidays  
8.30 – 5.45pm

New Starts P1  
12.15 – 6.00pm

**BOSCA 07815 007657**

**BEVERLY 07813 209924**

**[bosca.bev@ntlworld.com](mailto:bosca.bev@ntlworld.com) / [bosca.org.uk](http://bosca.org.uk) / @bosca91**

## REGISTRATION

- Registration takes place every June when new forms will be issued.
- All children must be registered and cannot attend otherwise.
- An annual fee will be incorporated into your standing order statement

## ARRIVAL AT BOSCA

- Children should come directly to the hall to register for BOSCA and not leave the building as BOSCA only assumes responsibility for your child once they have been signed in.
- Please teach your child to come to BOSCA if nobody seems to be there to collect them or if they are unsure of any arrangements. We will be able to reassure them if they are meant to be here or contact you if they are not.

## BOOKING

- All children must be booked in to attend. An attendance form should be filled in for the year at the time of registration.
- It is recommended that you notify your child's teacher (P1, 2 and 3) of the days your child will attend.
- P1 teachers have a register of their class daily attendance at BOSCA
- All booked days must be paid for.
- For booking holiday places, please see below under Holiday Service.

## NON ATTENDANCE / ABSENCE / CANCELLATIONS

- Cancellations should be made where possible in person – they will then be entered into the diary by the staff member at the door
- Please take note of our phone numbers and phone directly if your child will not be attending. **Cancellations must be made before 3pm**
- **Please do not rely on a sibling to let us know, it is your responsibility.**
- **The school does not let us know if your child has been sent home or is absent**
- **Absent children are treated as missing children if we have not been informed they are not in. This wastes time and resources trying to track children who are at home or on playdates.**

## TERMINATION OF CONTRACT

- Terminating your child's attendance at BOSCA can be done at the end of a calendar month or term. Notice is given by completing a 'Termination of Contract' form.
- It is helpful to us if you would please complete the "reason for leaving" section of this form



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## CHANGES TO CONTRACT

- Permanent changes to your normal booking should be made by completing a “Changes to Contract” form. These changes will be affected at the beginning of the following calendar month.
- Additional days may be requested by completing a waiting list form
- Emergency / one-off days will be granted if space is available

## FEES

- A statement of fees will be issued at the end of January and end of May
- Fees are payable for non-attendance including when BOSCA is not in operation due to emergency school closures i.e. adverse weather, floods, strikes (The holiday service is separate). In cases of long term absence due to illness etc please speak to the manager.
- Payment of fees is by monthly standing order/bank transfer directly into our account. You will receive our bank and payment details.
- If monthly payments do not suit your family please speak to the manager
- BOSCA accepts Childcare Vouchers please just ask for a registration number.
- Your child’s place may be at risk if the minimum accepted amount is not paid monthly.
- BOSCA will pursue all unpaid debts
- For further information on tax credits, childcare vouchers etc please just ask
- All fees/charges are reviewed annually at our AGM
- Please speak to Beverly immediately if you are experiencing any difficulties

## HOLIDAY SERVICE

- Booking for the holidays should be made well in advance on a ‘Holiday Booking’ form.
- Fees for this service are payable in advance and are non transferable and non refundable
- Children must be accompanied to BOSCA each day, as signed permission is required for off-site trips.
- A packed lunch should be provided every day unless specified.
- An extra charge may be necessary to cover entrance fees etc.
- See *holiday hints*

## COMPLAINTS / SUGGESTIONS / COMMENTS

- BOSCA is committed to providing the highest quality service for your family.
- We welcome your comments which may be made directly to the manager Beverly Anderson or by telephone to either number or in writing to the manager or board chairperson.
- Comments/suggestions/complaints may be made via the blue book or by email to [bosca.bev@ntlworld.com](mailto:bosca.bev@ntlworld.com)
- Children have a ‘Can I Just Ask’ book and suggestion box
- See *complaints policy*.



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## PARENTS

- A file of information for parents is available, as are all our policies and procedures. Please read our CHILD PROTECTION policy.
- Basic information is available in other formats and languages
- If you need any help or information please just ask, if we can't help we'll find someone who can
- Parents are actively encouraged to be involved in BOSCA.
- Parents are actively discouraged from approaching other people's children unless they are known to their family. If there is a problem we will help to sort it out
- Parents are asked to respect that staff must adhere to strict guidelines of professional conduct regarding confidentiality, socialising and social media
- See *partnership with parents*
- BOSCA has a voluntary management board of parents – all parents are welcome to take a turn. The board is elected at the AGM in September/October

## MOBILES / GAMES CONSOLES

- Although we recognise the benefits of mobile phones and that many young people and their parents regard them as an essential means of communication **children are not permitted to use mobile phones at BOSCA**.
- Children are made aware of the rules regarding phones etc and are encouraged to act responsibly.
- Children will have their Phone, iPad and other device confiscated until home time if they use it again after being asked to put it away in their bag
- You may contact each other on our phones at any time

## ADMINISTRATION OF MEDICINES

- Should staff be required to administer prescribed short-term or long-term medication to your child, you will be required to complete a 'Medicine Administration' form.
- Two staff members will be designated responsible for administering the prescribed medication to your child and you will be required to instruct them in the procedure for this.
- It is the parent's responsibility to advise the Manager or Deputy of any changes to medication or dose.
- Please make sure all medication is kept in date

## BEHAVIOUR

- Parents should understand the need for their child's good behaviour and the need to show respect for the staff.
- BOSCA favours 'Time Out' as a sanction for unacceptable behaviour
- Repeated disrespect or unacceptable behaviour that is causing a problem will be reported to parents in an effort to seek their support in discipline control.
- Sanctions will only be imposed where it is clear that the child understands what is happening and why.



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## LATE COLLECTION

- Parents please phone if you are going to be late. This allows us to reassure your child that you are on your way or make other arrangements for their collection.
- Parents collecting their children after 6.00pm will be charged to cover staff overtime.
- If no contact has been made by 6.00pm, then the emergency contact number will be tried.
- If no contact has been made with parents or emergency contacts by 7pm then Social Services Standby may be contacted on 0800 811 505
- Parents who are regularly late will have their booking reviewed and may be advised to make alternative arrangements

## HOMEWORK

- A table space will be provided for children doing their homework
- Pencils, erasers, rulers etc will be provided
- Only minimal help will be given as staff may not do things the same way the child has been taught
- Children will be allowed to sit for 20 minutes and will then be encouraged to play
- Children should only be asked to do homework at BOSCA if they are going on to another club

## LOSS or DAMAGE to PROPERTY

- BOSCA cannot be held responsible for loss or damage to children's property.
- Parents should ensure that children take care of their own belongings and that all clothing and shoes are named. We will however make every effort to match lost goods with their owners
- Remember every child's clothes look the same and many have the same shoes. Please label your child's shoes and it is helpful if they know their shoe size.
- Children wilfully damaging toys, games or equipment at BOSCA will be asked to replace them

## EXTRA / EMERGENCY DAYS

- One off additional days may be added if spaces are available.

## WAITING LIST

- Parents wishing to add days need to fill in a waiting list form
- Siblings should be added to the waiting list and will be admitted in their turn.
- Reminders will be posted for parents with children already attending

## COMMUNICATION

- Parents should receive a copy of our privacy letter
- Parents should sign and date our CONTACT PERMISSION sheet to confirm that you have read this Privacy Notice and that you give your permission for us to contact you regarding relevant matters.



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## RATES

### REGISTRATION

**Annual Registration Fee** - This will be added to your Standing Order

- £30.00

### FEES

**Before School Care** - This service operates from Broomhill Parish Church.

- £3.45 per session 8am – 9am

### Term Time

- Daily from 3.00pm - 6.00pm £11.70

Please note fees are payable by standing order into the BOSCA bank account. Fees will be paid by ten instalments i.e. August - May  
All booked days will be charged.

### New Starts – Primary 1

This service is based in Broomhill Parish Church from lunchtime until 3.00pm.

- £11.70

**Emergency / Extra Days** will be granted as space permits

- £13.50

### Penalties

- Collection after 6pm and before 6.15pm incurs an additional £10
- Collection after 6.15pm incurs an additional £20

### HOLIDAYS

- Daily Rate - 8.30am - 5.45pm £24.40
- Morning only - 8.30am - 12.45pm £18.75
- Afternoon only - 1.30pm - 5.45pm £18.75

Please note on some occasions an extra charge may be necessary to help towards entrance fees, bus hire etc.

*Half days are only available if a day trip or booked outing is not planned. This can only be confirmed at short notice as our programme can be changed due to weather.*

Fees, Terms and Conditions are revised at the AGM

**DEFAULT WITH S.O. PAYMENTS MAY TERMINATE YOUR CHILD'S PLACE  
ANY PROBLEMS PLEASE SPEAK TO BEVERLY IMMEDIATELY.**



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## HOLIDAYS and IN DAYS

The number of term days and holidays are listed below. These are used to calculate your payments.

**Please note; days closed by the school or local authority and not by BOSCA will be charged i.e. snow days, strike days**

The amount of your payments will be discussed with you at the start of the new term.

Our bank account: **BOSCA; Bank of Scotland ; 80-11-00; Account No. 06096990**

BOSCA accepts Childcare Vouchers.

**Fees due for current month must be paid by 7<sup>th</sup> of that month**

DAYS	No	EXCLUDING	FEES
Mondays	35	24 Sep, <b>15 Oct</b> , 24 and 31 <sup>st</sup> Dec <b>11Feb</b> 2 April <b>9 April</b> 7 and 28 May	From August 15 <sup>th</sup> 2018
Tuesdays	38	<b>16 Oct</b> , 25 Dec 1 Jan <b>12 Feb</b> 3 and 10 <sup>t</sup> April <b>8 May (in-service)</b>	12.10 - 3pm £11.70
Wednesdays	40	<b>17 Oct</b> , 26 Dec 2 Jan <b>13 Feb (in-service)</b> <b>4 and 11 April</b>	3pm - 6pm £ 11.70
Thursdays	41	<b>18Oct</b> 20 Dec and 27 Dec 3 Jan <b>5 and 12 April</b>	½ day £18.75
Fridays	36	21 Sep, <b>13Oct (in- service)</b> <b>19 Oct</b> 21 and 28 Dec, 4 Jan 30 March <b>6 and 13 April</b> 25 May	Full day £24.40
Mornings	190	All of the above dates	8am - 9am £3.45
Registration Fee paid annually			£30

Dates printed in **black** are public holidays when BOSCA is CLOSED – Dates in **blue** are open from 8.30am -5.45pm and are booked and paid separately.

Your child's place may be at risk if sufficient fees are not paid regularly. The amount of your payments needs to be adjusted *by you* to take into consideration extra days, holidays and mornings.

BOSCA relies on fees to operate and arrears cannot be tolerated.

**Fees for current month must be settled before the 7<sup>th</sup> of that month.  
i.e. all fees due for days in August must be paid before the 7th of August  
Your child's place will be suspended if fees are in arrears.**