

FAQS

How can I book the BC/ASC?

Registration forms can be downloaded from the school website or collected in person from the school office.

Please fill in all boxes on the registration form. **Only share the password with adults who will be collecting your child.**

You do not need to book set days/sessions.

We are usually able to accommodate shift patterns and recommend you book a month in advance. **Although we are unable to guarantee places until booked.**

Once we have processed your registration form, we will email you to confirm the booking. Please also check your junk email.

Changes to bookings.

All bookings, extra sessions and cancellations must be made via email to afterschoolclub@silverhill.derby.sch.uk

Cancellation notice required is 4 weeks.

Due to the high volume of children attending, we are unable to swap sessions. **We highly recommend you book your places for the whole of the academic year to avoid disappointment.**

Breakfast Club

Breakfast club opens from 7.30am, children can be dropped off anytime between 7.30am and 8.45am, children will be escorted directly to their class from the Breakfast Club.

After School operates till 6pm, your children will be signed out of their class and reregistered into the After School Club, you are able to collect your child anytime during and before the club closes at 6pm. Collection after 6pm will incur a late fee.

Do I need to let you know if my child will not attend breakfast club?

If your child does not attend breakfast club, you do not need to let us know. If your child is absent from school, please inform the school office.

After School Club

Do I need to let the After School Club know if I collect my child from School?

Please call into the After School Club and let the team know you are taking your child.

Any child unaccounted for is classed as a missing child until located.

What if I can't get to collect my child?

If you are unable to collect your child, please ensure the person collecting your child has the password.

What if my child needs medication?

Medication will be administered in accordance with our medications policy.

What if my child requires first aid?

Staff will carry out first aid, in the event of a more serious injury the emergency services will be contacted, and we will contact you to let you know.

What if my child goes to another club?

Please let us know in advance if your child will attend another club before returning to us later, children will be asked to come into after school club first to order their tea for later.

How do I pay?

Invoices

Invoices are emailed monthly in advance and payable by the 7th of the month.

Please note you are unable to see a balance on your scopay account for the BC/ASC as it operates on a different system.

Any balance in credit will show in brackets any amount without brackets is money owing.

Payment can be made using your scopay account (scopay accounts are automatically set up in September by the School)

All Childcare vouchers/salary sacrifice are accepted. Please contact us for an account number when you know which

company you intend to use. Most companies require our Ofsted number EY360937

Government vouchers.

Please send a screenshot each time you make a payment along with your TFC (Tax Free Childcare) no. This is the only way we know you have made payment.

Cash, please ask for a receipt.

Cheque, made payable to Derby City Council.

As we are a school controlled by Derby City Council we do not have our own bank account, we are unable to receive payments by Direct Debit, Standing order or bank transfer.

We are unable to pass on messages to other school staff, please use the Dojo service or contact the school office directly. **For our full terms and conditions please read our policy on the School Website.**