Little Explorers

NURSERY

حضانة المستكشفون الصغار

Explore. Learn. Grow.

PARENT HANDBOOK

A GUIDE FOR OUR LITTLE EXPLORERS FAMILIES

Way 1961,
Villa 4666,
Mawaleh South

Phone:
+96871984855

Email:
admin@littleexplorersoman.com

Website:
www.littleexplorersoman.com

Table of Contents

1. Welcome to Little Explorers Nursery 4

2. Our Developmental Philosophy 4

3. Our Commitment to Child Well-Being 4

4. Mainstream Early Childhood Setting Statement 5

5. Program Information 5

5.1 Nursery Dates and Timings 5

5.2 Attendance 6

5.3 Arrival Procedures 6

5.4 Dismissal Procedures 6

5.5 Before Care Services 7

5.6 After Care Services 7

5.7 Ramadan Timings 7

6. Enrollment, Fees & Registration 7

6.1 Enrollment and Acceptance 7

6.2 Parent Disclosure Requirements 8

6.3 Registration and Resource Fees 8

6.4 Tuition Fees 8

6.5 Enrollment Place and Attendance 8

6.6 Late Enrollment 9

6.7 Nursery Closures and Force Majeure 9

6.8 Withdrawal from the Nursery 9

6.9 Re-Enrollment 9

6.10 False or Misleading Information 10

7. Enrollment & Fees 10

7.1 Registration 10

7.2 Resource Fees 10

7.3 Tuition Fees 10

7.4 Payment Terms 10

7.5 Enrollment Place and Attendance 11

7.5 Late Registration 11

7.6 Withdrawal from the Nursery 11

7.7 Refund Policy 11

7.8 Force Majeure and Circumstances Beyond the Nursery's Control 12

8. Daily Requirements 12

8.1 Uniforms 12

8.2 Nutrition 13

8.3 Food Safety and Allergies 13

8.4 Toys and Personal Belongings 14
8.5 Jewellery 14
8.6 Potty Training 14
8.7 Health, Illness & Medication 15
9. Parent Communication *15*
9.1 Partnership with Families 15
9.2 Parent-Teacher Meetings 15
9.3 Developmental Reports 16
9.4 Portfolio Days 16
9.5 End-of-Year Milestone Celebration 16
9.6 Communication Channels 17
10. Parent Responsibilities *18*
10.1 Shared Responsibility 18
10.2 Emergency Contact Information 18
10.3 Disclosure Requirements 18
10.4 Medical Updates 19
10.5 Developmental Updates 19
11. Parent Conduct *20*
12. Privacy, Media & CCTV *20*
13. Inclusion, Developmental Support & Placement Suitability *20*
14. Policy Updates *21*

1. Welcome to Little Explorers Nursery

At Little Explorers Nursery, we believe that children learn best in a safe, nurturing, and developmentally appropriate environment where they are encouraged to explore, learn, and grow at their own pace. We are committed to supporting each child's social, emotional, physical, and cognitive development while fostering confidence, independence, curiosity, and a love of learning.

All children, families, and staff have the right to a respectful, inclusive, and positive environment that promotes wellbeing, safeguarding, and mutual respect. As a group early childhood setting, we work collaboratively with families to support children's individual needs while balancing the safety, wellbeing, and learning experience of the wider nursery community.

While every child develops differently, successful participation in a group-care environment requires that children can engage safely and appropriately within the nursery's routines, staffing structure, and learning environment. Where additional support needs, developmental concerns, medical conditions, or behavioral challenges arise, the nursery will work in partnership with families and, where appropriate, external professionals to assess suitable support strategies and placement considerations.

The safety, wellbeing, and best interests of all children remain our highest priority.

2. Our Developmental Philosophy

At Little Explorers Nursery, we believe children develop along a unique developmental continuum and learn best within a safe, nurturing, and responsive environment. Through play, exploration, meaningful relationships, and age-appropriate challenges, we support the whole child's social, emotional, physical, language, and cognitive development. We encourage independence, confidence, and resilience while providing thoughtful supervision and guidance. In partnership with families, we aim to create positive early learning experiences that foster a lifelong love of learning and prepare children for future success.

3. Our Commitment to Child Well-Being

At Little Explorers Nursery, the wellbeing of every child is at the heart of everything we do.

We are committed to providing a safe, nurturing, respectful, and developmentally appropriate environment where children feel valued, secure, and supported as they explore, learn, and grow. We recognize that every child is unique and develops at their own pace, and we strive to create an environment that promotes confidence, independence, curiosity, resilience, and a lifelong love of learning.

We believe that children thrive when their physical, emotional, social, and developmental needs are supported through positive relationships, responsive caregiving, thoughtful supervision, and meaningful learning experiences. Our team works to foster a sense of belonging where children are encouraged to express themselves, build friendships, develop new skills, and participate in age-appropriate experiences that support their overall development.

Safeguarding and child safety remain our highest priorities. We are committed to maintaining environments, practices, and procedures that support the health, safety, dignity, and wellbeing of all children entrusted to our care.

We value strong partnerships with families and believe that open communication and collaboration between home and nursery play an important role in supporting children's wellbeing and development.

Every decision made within the nursery is guided by our commitment to acting in the best interests of children while balancing the needs of the wider nursery community and maintaining a safe and positive environment for all.

4. Mainstream Early Childhood Setting Statement

Little Explorers Nursery is a mainstream early childhood education and care setting designed to support children's social, emotional, physical, language, cognitive, and self-help development through play-based learning, exploration, responsive caregiving, and age-appropriate educational experiences.

As a group-care environment, children participate within established staffing ratios, daily routines, classroom structures, and shared learning experiences. While we strive to provide an inclusive and supportive environment for all children, the nursery is not licensed, staffed, or resourced as a therapeutic intervention center, rehabilitation facility, special education center, behavioral clinic, medical facility, or one-to-one support program.

The nursery may not be able to provide the level of individualized supervision, therapeutic intervention, medical support, behavioral management, educational accommodations, or specialist services that some children may require. Placement suitability is therefore assessed on an individual basis, taking into consideration the child's wellbeing, developmental needs, safety, participation, supervision requirements, staffing structure, and the overall nursery environment.

Parents are responsible for disclosing any known developmental, behavioral, medical, sensory, educational, therapeutic, or support needs prior to enrollment and throughout their child's attendance. The nursery welcomes collaboration with families and external professionals where reasonably possible; however, continued enrollment is dependent upon the nursery being able to safely and appropriately support the child within its operational capabilities, staffing structure, and regulatory obligations.

Where management reasonably determines that a child's needs exceed what can safely or appropriately be provided within a mainstream group-care environment, the nursery reserves the right to review, defer, refuse, suspend, or discontinue enrollment in accordance with nursery policies.

5. Program Information

5.1 Nursery Dates and Timings

Little Explorers Nursery operates year-round and offers both an Academic Year Program and a Summer Program.

Academic Year

September through May

Summer Program

June through August

A detailed nursery calendar outlining term dates, holidays, closure days, portfolio days, special events, and other important dates is provided annually and may also be accessed through the Parent App.

Core Nursery Session

Our core nursery session operates from:

8:00 AM – 12:15 PM

Children benefit greatly from predictable routines and consistent attendance. A structured daily schedule helps children feel secure, confident, and prepared for learning and social interaction.

5.2 Attendance

Regular attendance supports children's learning, development, friendships, and adjustment to the nursery environment.

If a child will be absent for any reason, including illness, travel, family commitments, or personal reasons, parents are requested to notify the nursery administration as soon as possible through the Parent App, telephone, or approved communication channels.

Where possible, parents should advise:

- The reason for the absence.
- The expected duration of the absence.
- Any relevant health information that may impact the child's return to nursery.

Parents and emergency contacts must remain reachable during nursery operating hours and are responsible for ensuring that all contact information remains current and accurate at all times.

5.3 Arrival Procedures

To support a smooth transition into the nursery day, we encourage families to arrive a few minutes before the start of the session.

Arrival Time

Children should arrive no later than as nursery gates lock promptly at:

8:00 AM

Late arrivals can be disruptive to classroom routines, group activities, and children's adjustment to the nursery environment.

If a late arrival is unavoidable, parents must notify administration in advance. Admission after this time may be refused where it would significantly disrupt the child's group or daily program.

Children must be formally handed over to a member of staff upon arrival. Responsibility for the child remains with the parent or authorized adult until the child has been accepted into the nursery's care.

5.4 Dismissal Procedures

The end of the nursery day is an important part of the children's routine and helps support a calm and positive transition home.

Standard Collection Time

12:15 PM

Parents are asked to collect their child promptly at the end of their registered session.

Children will only be released to:

- Parents or legal guardians; or
- Individuals authorized within the child's registration records.

The nursery may request identification from authorized collectors when necessary.

Responsibility for the child transfers back to the parent or authorized collector immediately upon collection and sign-out.

Early Collection

If a child requires early collection, parents should notify administration in advance whenever possible.

Advance notice allows staff to prepare the child for departure and minimize disruption to classroom activities.

5.5 Before Care Services

We understand that some families require care before the start of the nursery day.

Before Care services are available from:

6:30 AM – 7:30 AM

Children enrolled in the standard nursery session may arrive from:

7:30 AM onwards

without requiring Before Care registration.

Children attending prior to 7:30 AM must be enrolled in the Before Care Program and applicable fees will apply.

5.6 After Care Services

We understand that some families require care beyond the core nursery session.

After Care services are available until:

5:00 PM

Children attending after:

1:00 PM

are considered part of the After Care Program and applicable fees will apply.

Children not enrolled in After Care who remain beyond their registered session may be charged additional care fees.

Further details regarding After Care registration, fees, and collection procedures can be found in the Fee Schedule and Enrollment Agreement.

5.7 Ramadan Timings

During the Holy Month of Ramadan, nursery operating hours may be adjusted in accordance with local regulations, staffing requirements, and the needs of families.

Unless otherwise communicated, Ramadan operating hours are:

7:00 AM – 3:00 PM

Families will be notified in advance of any temporary changes to operating hours, programs, or services during Ramadan.

6. Enrollment, Fees & Registration

6.1 Enrollment and Acceptance

Enrollment at Little Explorers Nursery is subject to space availability, submission of all required documentation, payment of applicable fees, and management approval.

The nursery reserves the right to refuse, defer, suspend, review, or discontinue enrollment in accordance with its Placement Suitability Policy and other nursery policies.

Enrollment is considered confirmed only once all required registration documents have been submitted and all applicable fees have been received by the nursery.

6.2 Parent Disclosure Requirements

Parents/guardians are responsible for providing complete, accurate, and up-to-date information regarding their child at the time of enrollment and throughout the child's attendance at the nursery.

This includes, but is not limited to:

- Medical conditions
- Allergies
- Developmental concerns
- Behavioral concerns
- Therapy services
- Specialist recommendations
- Educational support needs
- Emergency contact information

Failure to disclose relevant information may impact placement suitability and continued enrollment.

Please refer to the Inclusion, Developmental Support & Placement Suitability Policy for further information.

6.3 Registration and Resource Fees

An Annual Academic Resource Fee (September–May) or Summer Resource Fee (June–August) is required to secure a child's place at the nursery.

Resource fees:

- Are due within 48 hours of registration approval.
- Are payable for both new and returning children.
- Are non-refundable and non-transferable.
- Are required to secure and maintain a child's enrollment place.

Failure to pay the required fee within the specified timeframe may result in cancellation of the registration application.

6.4 Tuition Fees

Little Explorers Nursery charges tuition on a term basis.

Parents are purchasing an enrollment place within the nursery program and not attendance on specific days.

Tuition may be paid:

- Annually in advance; or
- By termly installments as approved by the nursery.

All tuition fees are payable in advance and must be settled by the due date specified by the nursery.

Additional services including uniforms, before care, after care, field trips, special events, and optional services are charged separately unless otherwise stated.

6.5 Enrollment Place and Attendance

The nursery operates on a place-reservation model.

Fees are charged for the child's reserved enrollment place and staffing allocation rather than actual attendance. Accordingly, fees are not reduced, transferred, credited, refunded, or prorated due to:

- Illness
- Holidays
- Family travel

- Personal absences
- Reduced attendance
- Late arrivals
- Early collection
- Temporary suspension of attendance requested by parents

Monthly payment arrangements, where offered, are provided as a payment convenience only and do not alter the term-based nature of the enrollment agreement.

6.6 Late Enrollment

Where a child joins during an ongoing term, tuition fees for that term remain payable in full and are not prorated.

Where a place has been reserved in advance for a child and held by the nursery, applicable fees remain payable regardless of the child's actual start date.

6.7 Nursery Closures and Force Majeure

The nursery may occasionally be required to close, reduce operating hours, modify services, or suspend operations due to circumstances beyond its reasonable control.

Such circumstances may include, but are not limited to:

- Public health concerns
- Government directives
- Severe weather conditions
- Civil disturbances
- Regional instability
- Staffing shortages affecting safe operation
- Utility failures
- Transportation disruptions
- Emergencies
- Force majeure events

Fees will not be refunded, transferred, credited, or prorated as a result of such circumstances.

Where a closure beyond the nursery's control extends for ten (10) school days or longer, the nursery may provide alternative learning materials, home-learning resources, or other reasonable educational substitutes at its discretion.

6.8 Withdrawal from the Nursery

A minimum of thirty (30) days written notice is required for withdrawal.

Notice must be submitted by email to: admin@littleexplorersoman.com

Verbal conversations, telephone calls, WhatsApp messages, or notifications provided to classroom staff do not constitute formal notice.

Tuition remains payable during the notice period regardless of attendance.

The nursery does not provide refunds, credits, transfers, or prorated fees following withdrawal.

6.9 Re-Enrollment

Children who withdraw and later seek re-enrollment may be required to:

- Complete a new registration process.
- Pay any applicable registration or re-enrollment fees.
- Meet current enrollment requirements.
- Have a space available within the program.

Enrollment cannot be guaranteed following withdrawal.

6.10 False or Misleading Information

If any information provided during the enrollment process is found to be false, incomplete, misleading, or intentionally withheld, the nursery reserves the right to refuse, suspend, or discontinue enrollment without refund.

7. Enrollment & Fees

7.1 Registration

Enrollment at Little Explorers Nursery is subject to:

- Availability of a suitable place.
- Submission of all required registration documents.
- Payment of applicable fees.
- Management approval.

Enrollment is not considered confirmed until all required documentation has been received and all applicable fees have been paid.

The nursery reserves the right to refuse, defer, suspend, review, or discontinue enrollment in accordance with its policies and operational requirements.

Parents/guardians are responsible for ensuring that all information provided during registration is complete, accurate, and up to date.

If any information provided during registration is found to be false, misleading, incomplete, or intentionally withheld, the nursery reserves the right to refuse, suspend, or discontinue enrollment without refund.

7.2 Resource Fees

An Annual Academic Resource Fee (September to May) or Summer Resource Fee (June to August) is required to secure a child's place at the nursery.

Resource fees:

- Are payable by both new and returning children.
- Must be paid within the timeframe specified by the nursery.
- Secure a child's enrollment place.
- Are non-refundable and non-transferable.
- Are not credited toward tuition fees.

Failure to pay the required Resource Fee may result in cancellation of the registration application or reservation of place.

7.3 Tuition Fees

Little Explorers Nursery operates on a term-based enrollment model.

Tuition fees are charged for a child's reserved enrollment place within the nursery program rather than actual attendance. Tuition may be paid:

- Annually in advance; or
- Per Term in advance; or
- By approved termly installments.

Additional services, including but not limited to Before Care, After Care, uniforms, field trips, special events, and optional activities, may be charged separately.

7.4 Payment Terms

All fees must be paid on or before their stated due dates.

A child's place may be suspended, placed on hold, or withdrawn where fees remain outstanding.

Parents remain responsible for all fees incurred during the period in which a place has been reserved for their child.

The nursery reserves the right to amend fee schedules, payment structures, and payment methods upon reasonable notice.

7.5 Enrollment Place and Attendance

Parents are purchasing a reserved enrollment place within the nursery rather than attendance on specific days.

As staffing, classroom spaces, resources, and operational costs are committed based upon enrolled places, fees are not reduced, transferred, credited, refunded, or prorated due to:

- Absence for any reason.
- Illness.
- Family travel.
- Public holidays.
- Reduced attendance.
- Late arrivals.
- Early collection.
- Temporary suspension of attendance requested by parents.

Where monthly payment arrangements are accepted, such arrangements are offered solely as a payment convenience and do not alter the term-based nature of the enrollment agreement.

7.5 Late Registration

Where a child joins after the start of a term and a place has been reserved for the child, applicable fees remain payable regardless of the actual start date.

Where a child joins during an ongoing term and a place was not previously reserved, the nursery may determine applicable fees at its discretion in accordance with its current fee schedule.

Enrollment remains subject to space availability and management approval.

7.6 Withdrawal from the Nursery

A minimum of thirty (30) days written notice is required to withdraw a child from the nursery.

Notice must be submitted by email to: **admin@littleexplorersoman.com**

Verbal discussions, telephone calls, WhatsApp messages, messages through staff members, or other informal communication methods do not constitute formal notice of withdrawal.

The required notice period remains payable whether or not the child attends during that period.

If a child is absent for seven (7) consecutive days without communication or formal notification, the nursery may consider the enrollment abandoned and may release the child's place to another family.

Children seeking re-enrollment following withdrawal may be subject to a re-registration fee and enrollment remains subject to availability.

7.7 Refund Policy

All fees paid to Little Explorers Nursery are non-refundable and non-transferable unless otherwise required by applicable law.

This includes, but is not limited to:

- Resource Fees.
- Tuition Fees.
- Registration Fees.
- Before Care Fees.
- After Care Fees.
- Uniform Fees.
- Optional program fees.

No refunds, credits, transfers, or fee adjustments will be provided following withdrawal, absence, illness, travel, suspension of attendance, or non-use of services.

7.8 Force Majeure and Circumstances Beyond the Nursery's Control

The nursery shall not be liable for delays, interruptions, reductions in service, temporary closures, schedule changes, or inability to provide services resulting from circumstances beyond its reasonable control.

Such circumstances may include, but are not limited to:

- Public health emergencies.
- Government directives.
- Severe weather events.
- Utility failures.
- Transportation disruptions.
- Civil disturbances.
- Regional instability.
- Emergencies.
- Staffing shortages affecting the safe operation of the nursery.
- Other force majeure events.

Where operational adjustments are required due to such circumstances, fees will not be refunded, transferred, credited, or prorated.

Where a closure beyond the nursery's control extends for ten (10) school days or more, the nursery may, at its discretion, provide alternative learning resources, educational materials, or other reasonable substitutes in lieu of attendance-based services.

Nothing within this section limits any rights or obligations that cannot be excluded under applicable law.

8. Daily Requirements

8.1 Uniforms

Uniforms are mandatory for all children aged two (2) years and older attending Little Explorers Nursery.

We strongly encourage families of children aged one (1) year and older to purchase and wear the nursery uniform whenever possible, as it helps children develop a sense of belonging, supports independence, and promotes consistency within the nursery environment.

The standard nursery uniform consists of:

- A Little Explorers Nursery uniform shirt to be worn Sunday through Wednesday.
- A Little Explorers Nursery sports uniform to be worn on Thursdays or on designated sports and movement days.

Children under the age of two are not required to wear a nursery uniform; however, families may choose to purchase and use the nursery uniform for their child from the age of one year onwards.

Uniforms may be purchased through the nursery office.

For health, safety, and hygiene reasons, children should arrive wearing comfortable clothing and appropriate footwear suitable for active participation in nursery activities.

As Little Explorers Nursery operates a no-shoe indoor environment, children should wear shoes that are easy to remove independently where developmentally appropriate.

Children must arrive with clean, gripped socks each day. Gripped socks are mandatory, as they may help support traction and safety within our indoor learning environment. For safety reasons, the following footwear is not permitted:

- Flip-flops
- Beach sandals
- Backless footwear
- Any footwear considered unsafe for active participation.

Parents may be contacted where repeated non-compliance with the uniform requirements occurs.

8.2 Nutrition

Healthy eating supports children's growth, wellbeing, concentration, and participation throughout the nursery day.

Parents are encouraged to provide nutritious snacks and meals that are suitable for their child's age and developmental stage.

Children should arrive with sufficient food and drinks for the duration of their registered session.

All lunch boxes, bottles, cups, and food containers must be clearly labeled with the child's full name.

To reduce the risk of breakage and injury, glass containers are not permitted.

For safety reasons, fruits and vegetables should be cut into age-appropriate sizes before arriving at nursery. Nursery staff cannot routinely prepare or cut food items during classroom supervision time.

The nursery reserves the right to prohibit food items that may present a safety concern or conflict with nursery health and allergy policies.

8.3 Food Safety and Allergies

The safety and wellbeing of all children remains a priority.

Little Explorers Nursery maintains a strict:

No Nut Policy

This includes, but is not limited to:

- Nuts
- Nut butters
- Nut spreads
- Nut-containing products
- Nutella

No Sesame Policy

This includes, but is not limited to:

- Sesame seeds
- Tahina
- Sesame oil

- Foods containing sesame products

Parents are responsible for carefully checking all food items sent to nursery.

Parents must inform the nursery of any known food allergies, intolerances, dietary restrictions, or medically recommended dietary requirements.

While the nursery implements reasonable allergy-awareness and food safety practices, it cannot guarantee an allergen-free environment.

Further information regarding allergies, medical conditions, and emergency procedures can be found within the Health, Illness, Medication & Medical Conditions Policy.

8.4 Toys and Personal Belongings

To help maintain a safe and consistent learning environment, toys and personal items from home should generally remain at home unless specifically requested by the nursery for a special event, learning activity, or comfort transition plan approved by management.

The nursery provides a wide range of age-appropriate toys, learning materials, and resources for daily use.

Parents acknowledge that the nursery cannot accept responsibility for the loss, damage, or misplacement of personal belongings brought from home.

Items that may present a safety risk, cause disruption, or create conflict between children may be removed and returned to parents at collection time.

8.5 Jewellery

For safety reasons, children should not attend nursery wearing any jewellery.

This includes, but is not limited to:

- Necklaces
- Bracelets
- Rings
- Anklets
- Pendants
- Earrings
- Decorative accessories that may present a choking, entanglement, or injury risk

The nursery cannot accept responsibility for lost, damaged, or misplaced jewellery.

Parents acknowledge that jewellery may increase the risk of injury during active play, movement, climbing, outdoor activities, and social interactions. The nursery will not accept responsibility for any injury resulting in a child wearing jewellery.

The nursery reserves the right to request removal of jewellery.

8.6 Potty Training

Little Explorers Nursery recognizes that toilet learning is an important developmental milestone and that every child progresses at their own pace.

The nursery will work collaboratively with families to encourage independence in toileting and self-care skills through positive guidance, consistency, and developmentally appropriate support.

Children who are three (3) years of age and older are expected to be toilet trained in order to participate fully within the nursery program and age-appropriate group routines.

Parents play a vital role in successful toilet learning and are expected to maintain consistency between home and nursery practices.

Where a child has not yet achieved sufficient toileting independence by the age of three, the nursery may recommend additional home-based support, temporary training periods, or a review of placement suitability within the child's current group.

As enrollment fees relate to a reserved place rather than attendance, no refunds, credits, transfers, or fee adjustments will be provided for periods of absence related to toilet training.

Where toileting difficulties are associated with a documented medical, developmental, or additional support need, the nursery will consider the child's circumstances individually in accordance with its Inclusion, Developmental Support & Placement Suitability Policy.

8.7 Health, Illness & Medication

The health and wellbeing of all children, families, and staff remains a priority at Little Explorers Nursery.

Parents are responsible for informing the nursery of any illness, symptoms, contagious conditions, diagnoses, medications, allergies, or health concerns that may affect their child's attendance or the wellbeing of others.

Children who are unwell should not attend nursery. Children may be excluded from attendance due to fever, vomiting, diarrhea, contagious illness, unexplained rash, conjunctivitis, Hand, Foot and Mouth Disease, influenza-like symptoms, or any condition deemed unsuitable for group care.

Children who become unwell during the nursery day may be required to be collected by a parent or authorized emergency contact.

Parents acknowledge that nursery is a group-care environment where children interact closely and that exposure to common childhood illnesses may occur despite reasonable hygiene and cleaning practices. The nursery relies on families to provide accurate and timely health information. If a child attends nursery while unwell or with an undisclosed contagious illness, the nursery cannot be held responsible for subsequent exposure or illness transmission affecting other children, families, or staff.

Children with fever must remain fever-free for at least 24 hours without fever-reducing medication before returning to nursery.

9. Parent Communication

9.1 Partnership with Families

At Little Explorers Nursery, we believe that families are a child's first and most important teachers. Open, respectful, and collaborative communication between home and nursery plays an important role in supporting children's wellbeing, development, and learning.

We encourage parents to share relevant information about their child's development, interests, routines, achievements, and any concerns that may impact their nursery experience. Likewise, our team is committed to maintaining open communication regarding children's progress, wellbeing, and participation within the nursery environment.

9.2 Parent-Teacher Meetings

Formal parent-teacher meetings are scheduled throughout the academic year to provide families with opportunities to discuss their child's development, progress, adjustment, and overall nursery experience.

These meetings allow parents and teachers to:

- Discuss developmental progress.
- Review learning experiences and achievements.
- Discuss social and emotional development.
- Share observations from home and nursery.
- Collaborate on strategies to support continued growth.

Parents are also welcome to formally request a meeting with their child's teacher or nursery administration at any time throughout the year should additional discussion be beneficial.

Meetings may be scheduled via email on **admin@littleexplorersoman.com** or the nursery's designated parent communication platform.

9.3 Developmental Reports

Written developmental reports are provided at the end of each academic term.

Reports are designed to provide families with a snapshot of their child's development and progress across relevant developmental areas and learning experiences.

The nursery strives to present information in a constructive, supportive, and developmentally appropriate manner while recognizing that children develop at different rates and may demonstrate strengths and emerging skills across different areas.

Developmental reports are not issued:

- During the Summer Program (June to August); or
- To children who have attended the Little Explorers group for less than two (2) months prior to the reporting period.

Reports remain confidential and are intended solely for the child's parents or legal guardians.

9.4 Portfolio Days

Portfolio Days are held thrice during each academic year. These special events provide parents with an opportunity to:

- View examples of their child's work and learning experiences.
- Review developmental progress.
- Discuss goals and achievements with teachers.
- Celebrate growth throughout the year.

Portfolio Days form an important part of our partnership with families and allow parents to gain a deeper understanding of their child's nursery experience.

Specific dates are communicated through the nursery calendar and the nursery's designated parent communication platform.

9.5 End-of-Year Milestone Celebration

Little Explorers Nursery celebrates children's achievements, developmental milestones, growth, and learning throughout the academic year.

At the conclusion of each academic year, the nursery hosts an **End-of-Year Milestone Celebration** for all enrolled children and their families.

The celebration provides an opportunity for parents to visit the nursery, view their child's learning experiences, artwork, and achievements, meet with educators, and celebrate their child's completion of the academic year within our nursery community.

The End-of-Year Milestone Celebration is designed to recognize each child's individual growth and development during their time with us. Participation is open to all children enrolled in the nursery during the academic year.

Children who withdraw, transition to another setting, or leave the nursery before the end of the academic year may not participate in end-of-year celebrations or activities held after their enrollment has concluded.

The End-of-Year Milestone Celebration is a community event and is not intended as a formal graduation ceremony. Recognition of children's achievements is based on their participation in the nursery program throughout the academic year and does not signify completion of any particular educational stage.

9.6 Communication Channels

Little Explorers Nursery utilizes several communication channels to support effective communication between families and the nursery.

Official communication channels include:

- The nursery's designated parent communication platform
- Email
- Telephone
- Nursery notices and newsletters
- Scheduled meetings with staff or administration

The nursery's designated parent communication platform serves as the primary communication platform and may be used for:

- Daily updates
- Announcements
- Event registrations
- Developmental reports
- Portfolios
- Attendance notifications
- General nursery communications

The nursery's designated parent communication platform serves as the primary platform for parent communication, documentation, developmental reporting, learning updates, and nursery notices. Parents are encouraged to regularly access the platform to ensure they remain informed of important information relating to their child's nursery experience.

Parents are responsible for regularly checking the platform and ensuring that their contact details remain current.

For the protection of children, families, and staff, parents are requested not to communicate with staff through personal telephone numbers, personal social media accounts, or other unofficial communication channels.

While messaging applications or other communication methods may occasionally be used by administration for general reminders or operational updates, important matters relating to a child's wellbeing, development, safety, enrollment, fees, incidents, complaints, or nursery operations should be communicated through the nursery's designated communication channels.

Formal complaints, concerns, requests for review, withdrawal notices, developmental disclosures, medical disclosures, and other matters requiring management review must be submitted through official nursery communication channels and may be required in writing.

The nursery reserves the right to determine the appropriate communication channel for specific matters in order to maintain accurate records, safeguard privacy, and support effective communication with families.

Definition: Designated Parent Communication Platform

The nursery utilizes a designated digital communication platform for parent communication, developmental reporting, attendance notifications, event registration, learning updates, portfolios, and operational notices. The specific platform used may change from time to time at the nursery's discretion. Parents are responsible for maintaining access to and regularly reviewing communications sent through the nursery's designated parent communication platform.

10. Parent Responsibilities

10.1 Shared Responsibility

Little Explorers Nursery believes that successful early childhood education is built upon a strong partnership between families and the nursery.

Parents and guardians play an essential role in supporting their child's wellbeing, development, safety, and educational experience. To enable the nursery to provide appropriate care and support, parents are responsible for providing accurate information and keeping the nursery informed of any changes that may affect their child's participation, health, wellbeing, or safety.

10.2 Emergency Contact Information

Parents are responsible for ensuring that all contact information held by the nursery remains accurate and up to date at all times. This includes:

- Parent and guardian contact details.
- Emergency contact details.
- Residential address information.
- Authorized collection information.
- Medical contact information where applicable.

At least one parent, guardian, or emergency contact must remain reachable during nursery operating hours.

The nursery must be notified immediately of any changes to emergency contact information or collection arrangements.

The nursery reserves the right to request updated contact information periodically to ensure records remain accurate.

10.3 Disclosure Requirements

Parents and guardians are responsible for providing complete, accurate, and up-to-date information regarding their child both prior to enrollment and throughout the child's attendance at the nursery.

Information that must be disclosed includes, but is not limited to:

- Medical conditions.
- Allergies.
- Dietary restrictions.
- Developmental concerns.
- Behavioral concerns.
- Educational support needs.

- Sensory needs.
- Therapy services.
- Specialist recommendations.
- Court orders or custody arrangements affecting collection or communication.
- Any information that may reasonably affect the child's wellbeing, participation, supervision requirements, safety, or the nursery's ability to appropriately support the child.

The nursery relies upon information provided by parents when making decisions regarding placement suitability, supervision arrangements, safeguarding, health and safety considerations, and the support provided to children.

Failure to disclose relevant information may affect the nursery's ability to appropriately support the child and may result in a review of enrollment in accordance with nursery policies.

10.4 Medical Updates

Parents must promptly notify the nursery in writing of any changes relating to their child's health, medical needs, allergies, medications, diagnoses, treatment plans, emergency procedures, or medical recommendations.

This includes, but is not limited to:

- New medical diagnoses.
- Changes to existing medical conditions.
- New allergies or sensitivities.
- Hospitalizations or significant medical events.
- Changes to medication requirements.
- Emergency action plans.
- Recommendations provided by medical professionals.

Parents are responsible for ensuring that any medication, medical documentation, action plans, or emergency procedures required by the nursery are provided and kept current.

Further information regarding medical requirements can be found within the Health, Illness, Medication & Medical Conditions Policy.

10.5 Developmental Updates

Parents and guardians are required to promptly inform the nursery in writing if, at any time during the child's enrollment, the child:

- Is referred for, assessed for, or begins receiving speech and language therapy.
- Begins receiving occupational therapy, physical therapy, behavioral therapy, psychological services, developmental intervention services, educational support services, or other specialist support.
- Receives a developmental, behavioral, educational, neurological, medical, sensory, or psychological diagnosis.
- Undergoes assessments, evaluations, screenings, or consultations that identify developmental delays, learning differences, additional support needs, or recommendations for intervention.
- Experiences a significant change in developmental, communication, behavioral, emotional, physical, sensory, or educational functioning.

Parents are also responsible for providing copies of relevant assessment reports, therapy recommendations, specialist reports, educational plans, professional recommendations, or other documentation that may reasonably affect the child's participation, safety, supervision requirements, support needs, or placement suitability within the nursery environment.

This information enables the nursery to appropriately assess placement suitability, supervision requirements, safeguarding considerations, staffing capabilities, and the child's ability to safely and successfully participate within the nursery environment.

The nursery welcomes collaboration with families and external professionals whenever reasonably possible. However, parents acknowledge that the nursery is a mainstream early childhood setting and may not be able to provide all levels of individualized support, intervention, supervision, accommodation, or specialist services.

Failure to disclose relevant assessments, diagnoses, recommendations, therapy services, intervention programs, specialist reports, educational plans, or significant developmental changes may impact the nursery's ability to appropriately assess and support a child's placement and may result in a review of enrollment in accordance with nursery policies.

Further information can be found within the Inclusion, Developmental Support & Placement Suitability Policy.

11. Parent Conduct

Little Explorers Nursery is committed to maintaining a safe, respectful, and professional environment for children, families, staff, and visitors.

Parents, guardians, family members, caregivers, authorized collectors, and visitors are expected to communicate and behave respectfully at all times while interacting with the nursery, its staff, other families, and children.

To support a positive nursery community, all families are required to comply with the nursery's Parent Conduct & Community Standards Policy, which outlines expectations regarding communication, visitor conduct, complaints procedures, privacy, social media use, and respectful engagement with the nursery community.

The nursery reserves the right to take appropriate action where conduct is considered unsafe, abusive, threatening, discriminatory, defamatory, harassing, or otherwise inconsistent with maintaining a positive environment for children and families.

*Please refer to the **Parent Conduct & Community Standards Policy** for full details.*

12. Privacy, Media & CCTV

Little Explorers Nursery is committed to protecting the privacy, confidentiality, dignity, and personal information of children, families, staff, and visitors.

The nursery utilizes appropriate safeguarding, communication, record-keeping, media, and security practices, including the use of digital communication platforms, photography, videography, and CCTV systems where appropriate.

Parents, guardians, and visitors are expected to respect the privacy and confidentiality of all children, families, and staff at all times.

*Please refer to the **Privacy, Media & CCTV Policy** for full details regarding privacy, confidentiality, photography, media usage, digital communication platforms, data protection, CCTV systems, and related procedures.*

13. Inclusion, Developmental Support & Placement Suitability

Little Explorers Nursery is committed to supporting children's individual development within a safe, nurturing, and inclusive mainstream early childhood environment.

The nursery recognizes that children develop at different rates and may require varying levels of support throughout their early years. Parents play an important role in ensuring that the nursery is provided with accurate and up-to-date information

regarding their child's developmental, behavioral, educational, medical, therapeutic, or support needs.

Placement suitability is assessed on an individual basis and takes into consideration the child's wellbeing, participation, supervision requirements, safety, developmental needs, staffing structure, and the nursery's ability to appropriately support the child within a mainstream group-care environment.

*Please refer to the **Inclusion, Developmental Support & Placement Suitability Policy** for full details regarding developmental disclosures, therapy services, specialist recommendations, placement reviews, enrollment decisions, support requirements, and ongoing suitability of placement.*

14. Policy Updates

Little Explorers Nursery reserves the right to amend, revise, update, replace, interpret, or withdraw any policy, procedure, handbook provision, program, service, fee schedule, operational practice, or administrative requirement at its discretion and as permitted by applicable laws and regulatory requirements.

Policies may be updated from time to time to reflect:

- Changes in legislation or regulatory requirements.
- Ministry or government directives.
- Health and safety requirements.
- Operational needs.
- Educational practices.
- Safeguarding requirements.
- Technological developments.
- Changes to nursery programs, services, or procedures.

Where appropriate, families will be notified of significant policy changes through the nursery's designated communication channels.

The most current version of nursery policies shall supersede any previous versions and will be considered the governing version in effect at the time.

Parents and guardians are responsible for reviewing policy updates and ensuring they remain familiar with current nursery requirements, procedures, and expectations.

Continued enrollment and attendance at Little Explorers Nursery constitutes acceptance of the nursery's current policies and procedures.