

Arka Learning Arrival and departure of children procedure 2024

Policy last updated: July 2025

Next update: July 2026

This policy includes the procedure for

- Arrival of children to the Arka Learning centre
- Departure of children from the Arka Learning centre
- What to do in the event of a child going missing
- What to do in the event of non-collection of a child

All staff and franchisees must be familiar with this policy, which must be provided to all staff and franchisees as part of induction. It should be read in conjunction with the Safeguarding Policy and the Health and Safety Policy.

Only registered children, their parents/carers and staff/franchisees are permitted to enter the learning area of any centre. All other people must be supervised at all times.

Arrival of children to the Arka Learning centre

Children and parents or carers should be asked to arrive no earlier than ten minutes before their scheduled session. Upon arrival, children will be met by a staff member and their attendance registered. Parents or carers should be informed what time to collect their child and advised to arrive no more than ten minutes early for collection.

In settings that have dedicated children's toilet facilities, parents or carers requiring toilet facilities should normally be directed to the nearest public toilets. If parents or carers need to use centre toilets (in emergency only) they should be remotely supervised by a member of staff, who will visually check them in and out of the staff toilet facilities. They must also sign in and out of the centre. At no point should parents or carers be permitted to use the children's toilet facilities.

Departure of children from the Arka Learning centre

When a child leaves the centre their departure must be registered.

All parents or carers who wish their children to undertake tuition with Arka Learning must complete a registration form with details of the named adults (over 16 years only) who can collect the child following a tuition session. All adults must bring photographic ID when collecting children and staff and franchisees may request this if they are unable to verify that the person collecting the child is one of their named adults.

Parents or carers must indicate when registering their child the details of any adult who is not permitted to collect their child (for example, due to a Court Order). The DSL must have sight of any documentary evidence associated with this permission, and must record this on the registration form.

Arka Learning does not allow children under the age of 10 to leave the tuition centre unaccompanied. For children aged 10 or over, parents or carers must sign a consent form confirming they are happy for their child to leave the centre unaccompanied at the end of the session. Arka Learning does not accept responsibility for any children after they leave the centre.

Adults collecting children must match the information given on the registration form and staff and franchisees must recognise them. If there is any doubt as to their identity then photo ID will be required to be matched against the child's registration form. If this is not given accurately, the Centre Manager must telephone the parent to check and must verify the collection using a video call which clearly shows the identity of the person collecting. If the identity of the person collecting cannot be verified, the child must wait until an adult named on the registration form can attend to collect. This must be followed up in writing to the parent, recording the incident.

No children must be permitted to remain in the centre unattended after it has closed. Staff and franchisees should check all areas including toilets and cupboards to ensure there are no children remaining before closing the centre.

If Parents or Carers are persistently late in collecting their child this may be grounds for cancelling membership at the discretion of the Centre Manager.

Non-collection

The non-collection policy is made clear to all parents or carers upon registration of their child with Arka Learning. Parents or carers must telephone Arka Learning at the earliest opportunity if they are unable to collect due to an emergency, and must provide an alternative plan for collection, agreed with the Centre Manager or in their absence the Assistant Manager.

Children who are not collected should be always reassured and offered a quiet place to sit and wait.

If children are not collected within fifteen minutes of the tuition session ending, a member of staff should telephone the parent or adult who is nominated to collect, making it clear that prompt collection is needed in the future and reminding them of the need to arrive on time.

If this does not result in collection, and the child has not been collected within thirty minutes of the tuition session ending, a member of staff should telephone all adults listed on the child's registration form one by one until an agreement to collect is secured.

If this does not result in collection, and the child has not been collected within one hour of the tuition session ending, and no adults can be contacted, the Centre Manager (DSL) will telephone the local authority Children's Safeguarding Board to advise them of the situation, and follow their advice.

A member of Arka Learning staff and franchisees must remain with the child until they are collected. All incidents of non-collection must be documented in writing.

Lost child procedure

Children must be supervised by staff and franchisees at all times whilst in Arka Learning centres. All children must be registered on arrival and departure. Children using the toilet must be visually checked in and out by staff members and any child spending an unusual amount of time in the toilet should be checked on by a loud knock and use of their first name on the outside (not cubicle) door.

If a child is unaccounted for at any stage during their tuition session, the following procedure applies:

- Staff must inform the Centre Manager or Assistant Manager without delay
- The Centre Manager should direct staff who are not teaching to search the Centre, including the toilets

- Following the search, if the child is still unaccounted for, the wider setting's security staff should be informed and their procedures should be followed
- At the same time, the parent or carer must be telephoned and it should be established if the child is with them
- If the child has not been located within 20 minutes of the search beginning, and/or if parents confirm they do not know the location of the child, the Police must be telephoned immediately using 999
- Staff and franchisees must follow Police instructions and avoid unnecessary panic or upset amongst the children and parents or carers in the tuition centre
- Staff and franchisees must not discuss the incident with members of the public or the media

Following the incident, the Centre Manager must submit a written report to Head Office, detailing the incident, policies and procedures which were followed, and the outcome of a review meeting with the staff and franchisee members involved.