



**SAINT NORBERT'S CATHOLIC VOLUNTARY ACADEMY**

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Mission Statement: To live, love and learn in the footprints of Jesus.

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# **Goldstar Out-of-School Club**

## **Information for Parents/Carers**



Welcome to Saint Norbert's  
Catholic Voluntary Academy

## Contact Us

Goldstar telephone: 07754 107294 (from 3pm-6pm)

School telephone: 01724 710249 (8am-3pm)

## Session Times

Goldstar takes place from 3pm-6pm, every day, from Monday to Friday during term time. The sessions will not take place on the last day of the autumn, spring and summer terms.

## Staff

Goldstar Manager: Mrs K Amys

Goldstar Playworker: Mrs M Maczka

# Bookings

Bookings and payments should be made in advance using ParentPay.

Emails cannot be accepted: all bookings must go through ParentPay so that we can allocate staff and comply with statutory staffing ratios. Please contact Mrs Fletcher in our school office for further information.

Please note the following booking deadlines:

<b>When would you like to use Goldstar?</b>	<b>Pre-book and pay by:</b>
Monday	Thursday (week before)
Tuesday	Friday (week before)
Wednesday	Monday
Thursday	Tuesday
Friday	Wednesday

## Emergency Bookings

If you experience an unexpected situation or emergency, and are unable to collect your child at 3pm, please do call the office at your earliest convenience on 01724 710249 to organise a 'one-off' no-notice booking.

We will make every effort to accommodate your needs in challenging circumstances. However, bookings must be paid prior to 3pm via ParentPay.

Please contact Mrs Fletcher in our school office for further information.

## Costs

Goldstar costs £10.20 per session, which includes three hours of childcare and a healthy snack. The cost for additional children is £8.20 per session.

Please note that charges apply regardless of collection time and meal time.

## Food

A healthy snack is provided during Goldstar sessions at around 4:30pm to allow children time to transition from any other after-school activities which finish at or just after 4pm. Water is available. It is essential that the school is kept informed of any changes to individual needs, health complications or allergies. We will use this information to plan menus for the week ahead.

Our aim is for the snack we provide to be substantial enough for children not to feel hungry if there is no other evening meal planned at home.

Please note that no-notice bookings may necessitate a change to the planned menu.

## Activities

A range of activities are timetabled, which include:

- Adventure playground
- Indoor and outdoor games
- Painting and craft activities
- Healthy eating/food preparation
- Board games
- Homework support
- Library
- Prayer area
- Music practice area
- Free time to chat and relax

# Rewards

There is a weekly 'Star of the Week' awarded in the Goldstar out-of-school club, alongside our merit system.

# Cancellation

Booking cancellations can be made via ParentPay. Should ParentPay be locked due to the timing of the attempt, please ring the school office on 01724 710249 to advise office staff of the cancellation.

Bookings cancelled with 24 hours' notice will be fully refunded; in the case of all other bookings, charges will still apply.

# Collecting Your Child

When you are ready to collect your child, please telephone 07754 107294 to alert Goldstar staff who will then meet you at the main school pedestrian gate entrance.

Please do not telephone before you have arrived at the gate to avoid staff having to wait any longer than necessary away from the rest of the children.

Please note that there may be a short delay in escorting your child to meet you at the gate if your collection time coincides with the planned snack at around 4:30pm.

We will not allow any child to go home with another adult unless we have been informed, in which case a password will have been agreed and issued to the collecting adult.

# Minor Accidents

A staff member or playworker will inform you of any minor accident, which will have been recorded using the school Accident Record. You will be asked to sign that this has been discussed with you in the event of a head injury. All staff have First Aid qualifications and access to First Aid supplies.

It is important that parent/carer contact details are kept updated and that any changes to individual needs or circumstances are shared with us.

# Medicine and Illness

Our school Medical Needs Policy applies to Goldstar. This is available for you to view on our school website.

# Contenance

Should your child require more frequent 'changing' when attending the Goldstar after-school club, or indeed at any point during the school day, please arrange to meet with the Class Teacher in the first instance, so that we can discuss individual needs.

Our school Contenance Policy applies to Goldstar. This is available for you to view on our school website.

# Suggestions

Please communicate any suggestions to the School Office. Thank you - we value your feedback.

# Complaints

Our school Complaints Policy applies to Goldstar. This is available for you to view on our school website.

Please note that the Goldstar telephone line should only be used to inform staff that you are ready to collect or in the case of an emergency. For all other communication, please contact the school office.

# Inclusion and Equal Opportunities

We aim to provide a high-quality experience for all children using Goldstar.

Our school Diversity, Equality and Community Cohesion Policy applies to Goldstar. This is available for you to view on our school website.

The information contained within this guide was correct as of July 2024 but may be subject to change without prior notice. Please check with the school office should you wish to clarify anything.