



Anglia Ruskin
University

Cambridge & Chelmsford

Student Services

'Supporting Student Success'

Nursery

Statement of Service

Aim:

To provide a safe, secure and stimulating environment for children to develop and grow into confident, independent individuals.

Objectives:

- To make sure all children are cared for and educated according to Early Years Foundation Stage statutory framework;
- To make sure our childcare provision meets the standard as required by Ofsted.
- To provide a safe, stimulating and welcoming setting for all children;
- To deal with any queries or concerns as quickly as possible;
- To provide relevant and up to date information to parents about our service;
- To work closely with other parts of our University to support student recruitment and retention.

We will:

- Provide childcare from 8.30am to 5.30pm Monday to Friday for 47 weeks of the year (we are closed at Christmas, Easter. and the last 2 weeks in August, Totalling 5 weeks.)
- Ensure our service is delivered by staff who are professional, non-judgemental and courteous at all times;
- Value all individuals and their family backgrounds and makes sure phrases and languages used by parents at home are supported within the nursery environment;
- Gather relevant information from parents to support their child's experiences;
- Liaise between other childcare settings and professional agencies to ensure our standards are in line or exceed best practice;
- Offer formal and informal parent and professional meetings;
- Provide opportunities to give feedback and comments on our service and make suggestions or recommendations for improvements;
- Provide staff with the opportunity to continue their professional development;
- Listen and respond to individual issues and concerns.
- Advise you of proposed changes to fees by June of each year ready for the fee change in September of that year.
- Invoice you on a monthly basis. (One month in advance)

We expect you to:

- Be polite and courteous at all times;
- Value our experience and professional knowledge;
- Value other children and parents' cultures;
- Respond promptly to requests for information and the payment of fees;
- Adhere to the practices and policies of the nursery

Contact details

08451962202

www.anglia.ac.uk/nursery

nursery@anglia.ac.uk

Anglia Ruskin University - Policies and Procedures

Policies and Procedures relating to the Nursery are available on request and parents are given the relevant policies in our parent guide when a place has been confirmed.

We have a number of policies and procedures relating to data protection, confidentiality, dignity and respect at work and study. These policies can be accessed via My.Anglia www.anglia.ac.uk/myanglia.

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