



Thomley

Enrolment Procedure

Enrolment Procedure

Version Control Enrolment Procedure

Date	Version No.	Produced By	Reason for Update	Approved
29/01/ 2016	Version 1	S Nieburg		
09/11/2017	Version 2	W Koehler	Annual review	W. Koehler
11/03/2019	Version 3	W Koehler	Annual Review	W Koehler
04/05/2021	Version 4	J Kitchen	Annual Review	E. Shinton
23/05/2022	Version 5	J Kitchen	Annual Review	E. Shinton

Enrolment Procedure

Contents

1. Introduction	4
2. Who is this for?.....	4
3. For families	4
4. For groups	Error! Bookmark not defined.

Enrolment Procedure

1. Introduction

- 1.1. Thomley has a responsibility to know who is on site and the additional requirements they may have. This information is used to:
- 1.2. Help keep them safe
- 1.3. Make sure they have the right support to participate as fully as possible in the activities provided
- 1.4. Keep them informed of future events, activities and other associated information
- 1.5. For statistical purposes to use in fundraising applications and marketing and communications
- 1.6. This procedure is designed to achieve these outcomes.

2. Who is this for?

- 2.1. This Policy/Procedure is relevant to:
 - 2.1.1. Employees
 - 2.1.2. Casual Staff

3. For families

- 3.1. Before any booking can be taken from a family wishing to use the Centre, they must fully complete the enrolment process as detailed below. This process ensures that Thomley is aware of who is visiting the site at any one time.
- 3.2. Upon initial enquiry, all families will be issued with a Family Welcome Pack. This will contain the following information:
 - 3.2.1. A general Thomley leaflet
 - 3.2.2. Vision and Mission statement
 - 3.2.3. Opening hours
 - 3.2.4. Price list
 - 3.2.5. Enrolment Form (part 1 and 2)
 - 3.2.6. Important on site information
 - 3.2.7. Membership leaflet

Enrolment Procedure

- 3.3. Any family wishing to receive this information in person and have some assistance in understanding it or completing the necessary forms is available upon request.
- 3.4. Prior to visiting Thomley, each family must complete part 1 and 2 of the Enrolment Form. Part 1 requests general contact information and part 2 requests information specific to the child with additional needs. This can be done via paper copy, sent directly via email or filled out when placing a booking via the online booking system.
- 3.5. The completed Enrolment form must be returned to Thomley.
- 3.6. Upon returning the Enrolment form, the family may place a booking with Thomley. They will also be added to the CRM system. If the family has entered this information when placing a booking via the online booking system, they will automatically be registered on the Vennersys system.

4. For Groups

- 4.1. Before any group can be taken from a group wanting to use the Centre, they must fully complete the enrolment process as detailed below. This process ensures that Thomley is aware of who is visiting the centre at any one time.
- 4.2. Upon initial enquiry, all groups will be issued with a Group Welcome Pack. This will contain the following information:
 - 4.2.1. A general Thomley leaflet
 - 4.2.2. Vision and Mission statement
 - 4.2.3. Opening hours
 - 4.2.4. Price list
 - 4.2.5. Group Enrolment Form
 - 4.2.6. Important on-site information
 - 4.2.7. Section A Booking Form
 - 4.2.8. Section B Booking Form
- 4.3. Any group wishing to receive this information in person and have some assistance in understanding it or completing the necessary forms is available upon request.
- 4.4. Prior to visiting Thomley, each group must complete an Enrolment Form. This required information is:
 - 4.4.1. contact information specific to the group (telephone number, address, contact name)
 - 4.4.2. name of each member of the group for each session attending where there is multiple session bookings as member may change
 - 4.4.3. type of disability for each member of the group

Enrolment Procedure

- 4.5. The completed Enrolment form must be returned to Thomley before booking a visit. This will allow us to pre-book casual play staff to meet the requirements of the group size and abilities.
- 4.6. Upon returning the Enrolment form, the group may place a booking with Thomley. They will also be added to the CRM system. If the group has entered this information when placing a booking via the online booking system, they will automatically be registered on the Vennersys system.