

FAQ

What are the contact details for the centre?

The centre is located at 110 Park Rd Grafton T: 09 3081656
Centre Manager: Jane Dixon | Contact: jane.dixon@acgedu.com

What are the centre's hours of business?

7.30am – 6.00pm. A late fee may be charged if you are late collecting your child.
Please refer to the attached ACG Parnell ELS' fee structure.

What age do you take children?

We are taking children from 3 months old to 5 years old.

ACG Parnell is licensed for 118 Children, with 20 Under 2s and 49 children for our toddlers' room (2-3 1/2 years old) and 49 children aged 3 1/2 - 5 years old.

What is the ratio of child to adult?

We offer premium child-teacher ratio (government's ratio is 1:5 for under 2s and 1:10 for over 2s) Under 2s with a ratio of 1:4 and 2-3 1/2 with a ratio of 1:8 and 3 1/2 – 5 years old with a ratio of 1:9.

Do we need to wait for the Wednesday guided tour to see through the centre?

We are happy to show you through the centre at a time that works for everyone. Apart from our weekly Wednesday tour at 10.00am, you are welcome to book a personalised tour with us. Booking essential. jane.dixon@acgedu.com

How does the enrolment process work?

Fill in the Ministry of Education form that is attached and email it back to shiree.meikle@acgedu.com with a photo/copy of your child's birth Cert or passport + photo/copy of your child's immunisation form. There is no application fee.

A booking for a centre tour with the Centre Manager will be made for you.

After a successful interview we will email you an Acceptance and Offer letter. If you choose to proceed with your child's application the enrolment forms must be signed and returned to us along with confirmation of the payment of your \$200 enrolment fee. Once the enrolment is finalised your child can start at your chosen date provided there is space available for the date and time required. Your child will have a couple of transition days prior to your start date. At least 3 Initial visits will be scheduled between the parents and the Centre Manager BEFORE your child starts at ACG Parnell ELS. (Please note that to provide great ratio and quality care/education, ACG Parnell ELS has limited number of places available for under ones.

Is food included in the weekly fees?

Fees are morning tea, lunch, afternoon tea and late snack inclusive.

What if my child has allergies to food?

Nutritious and freshly made meals offered to cater for all dietary, allergies and religious requirements.

Does your centre offer the 20 hour ECE subsidy?

ACG Parnell ELS offers 20 hours ECE. Terms and conditions apply.
Please refer to ACG Parnell ELS' fee structure.

What is ELS' policy on 'change of enrolment days and times'?

Four-week notice needs to be given in advance for having your child's enrolled days and hours changed and updated, provided there is space available for the new days or times desired.



FAQ continued

How long is the centre closed for over the Christmas period?

The centre is closed for a period during the Christmas and New Year period. No charge will be made to the family during this centre closure.

What if I go away on holiday?

There will be no refund of fees if a child does not attend the centre on a scheduled day, whether the absence is due to illness, holiday, being a statutory holiday or any other reason.

Do the children wear a uniform?

Yes, our children who are 2 and over wear our ACG uniform, purchased from NZ Uniforms- 12 Railway Street, Newmarket, Auckland 1023, 09-281 5643.

Are your teachers first aid trained?

All our staff have a current first aid certificate.

Do the children have an afternoon sleep?

All children are encouraged to have some rest time after lunch for their wellbeing so they feel refreshed and re-energised for learning in the afternoon. This can include a nap, yoga/mindfulness, or some quiet activities.

What communication can I expect from the Early Learning School?

We endeavour to maintain highly transparent communications with our community via our classroom weekly highlights, ACG Parnell ELS' Facebook Page updates as well as via our online portal internal Centre-Home communication platform.

What is the withdrawal policy?

The Manager should be advised in writing of any withdrawal from ACG Parnell Early Learning School at least four weeks. Advice should be given at the earliest possible time and in any case at least one month before it is effective. Tuition fees are payable until the end of the notice period.

ACG Primary School

All our students get prioritised entry into the Primary School. Terms and conditions do apply. Parents still need to go through the ACG Primary School enrolment process.

Is there a discount for Siblings?

There is a discount if you have 4 children, pay for 3 get one free.

What is the teaching philosophy of ACG Parnell ELS

We follow the Reggio Emilia Approach.

For more information relating to ACG Parnell ELS' teaching philosophy and approaches, please visit our website <https://www.parnellcollege.acgedu.com/education-learning/preschool>