

## FREQUENTLY ASKED QUESTIONS

### 1. Why is Heber School Changing Childcare Provider?

Following an increase in demand from parents, the school, went to tender to identify a provider who could meet the needs of parents and create additional spaces to accept more children for breakfast and after school provisions. Following an extensive tender process A decision has been made to award the school extended schools provision to Magna Groups Enterprises Limited from September 2021.

### 2. What Happens to the childcare vouchers I have in credit with the current provider?

Parents will need to contact the current provider and request a refund, where payments were made via childcare vouchers your current provider should refund outstanding credits direct to your voucher provider where you will be able to use these with Magna.

### 3. What if I already use the current breakfast and after school club will I have to register with Magna?

Under GDPR personal information cannot be transferred without individual's permission, we therefore kindly request your register as parents/guardians your details and those of your child/ren who will be attending our settings. It is Ofsted requirement providers regular update child information details; this is a good opportunity to ensure your information is updated correctly.

### 4. Will I be able to keep my current sessions?

Magna are committed to ensuring spaces are available for our families and will ensure we have sufficient staff available to meet the current needs of parents using the existing provision, in addition to creating additional spaces to accept those children who currently are on waiting lists to attend. Magna has a commitment to our schools and parents to provide places for families subject to having suitable space.

### 5. My child is used to the staff, will staff remain the same?

Magna are looking to see if any of the existing after school club staff are interested in joining our team. Rest assured our Team Magna are looking forward to meeting you in September. You already know some of our team from our Kids Camps Magna

### 6. Will I be able to use the before and after school club if we are currently on a waiting list for a place?

Magna are committed to ensuring we have spaces for all families. We are working closely with the school to ensure we have sufficient space to accept children needing to access Magna. If you are currently on a waiting list please register and book online at [www.magnagroups.com](http://www.magnagroups.com) to secure your place and sessions.

### 7. Who do I contact if I have a question?

Should you have any questions please do not hesitate to call our head office 0333 012 4983 or email by [clicking here info@magnagroups.com](mailto:info@magnagroups.com)

### 8. How do I register and book?

1. Visit our website [www.magnagroups.com](http://www.magnagroups.com) create an account or login
2. Select the school that your child attends
3. Select your chosen days and session times that suit you
4. Confirm your selection and pay via our secure online system

### 9. Can I continue to pay with Tax Free Childcare or Childcare vouchers?

Yes, Magna accept all Childcare Vouchers. If your provider has not currently registered with us, please request Magna via your providers website and we will be more than happy to complete and confirm their registration. If you have any queries please contact call 0333 012 4983 or email by [clicking here](#)

### 10. Do you accept all childcare providers?

Yes, Magna accept all Childcare Vouchers. If your provider has not currently registered us, please request Magna via your providers website and we will be more than happy to complete and confirm their registration. If you have any queries please contact call 0333 012 4983 or email by [clicking here](#)