



Welcome to TenForward Technology Lounge for Kids!

If your kids are technology focused online experts, this is the after school programme for them. Think of it as an airline lounge for kids - free wifi and charging stations (let's face it, the two key requirements for tweens these days), plus afternoon snacks and a wide range of pop culture and tech activities.

Our mission is to inspire kids who love gaming, YouTube, social media and pop culture, and show them how to take this 'obsession' to the next level with our varied programme, while being safely cared for after school. Rather than simply being entertainment, we can teach specific tools so they can become young entrepreneurs.

We provide a facility where children have a variety of opportunities to learn at their own interest level and pace, and do interesting activities, complete certifications, or even just get their homework done.

TenForward offers a range of daily tech-themed educational programmes such as Minecraft Education, virtual reality foreign language learning, completing the Digital License internet safety certification, tabletop gaming and much more. Kids are free to learn any of the available courses at their own pace, or simply hang out with their friends playing on their own devices or our Xboxes. They can even complete their Mathematics homework on our devices, and if they're a Guide or Scout, they can earn their Technology badge.

With our links to Auckland's technology startup community, TenForward offers kids under 14 some amazing opportunities to be inspired and harness their skills for practical application. Plus, it's a super fun after school care programme, conveniently located near Greenlane Roundabout, and opposite Remuera Intermediate.

Hours of Operation

After School Care - Monday - Friday: 3pm - 6pm

School Holidays & Teacher Only Days - Monday - Friday: 8:30am - 6pm

Birthday parties - Saturday, Sunday flexible timings for morning and afternoon sessions

Policies

This document outlines the TenForward policies and procedures so that everyone can have fun and keep safe. By attending TenForward, it is assumed you understand and accept these policies and procedures. Please read this document carefully.

Attendance also assumes parents consent that their children may feature in social media content posted online.

Children are assumed to agree to our internet usage agreement that covers they way they use the internet while in TenForward. The internet usage is displayed at the counter, and in the toilets for quiet reflection.



Children also are expected to follow our behaviour contract - the rules are co-created with the children so they have better buy-in and understanding of why the rules exist. These are also displayed near the gaming devices and in the toilets.

No eating or drinking is allowed at device stations.

No child is allowed outside unsupervised.

Bullying is not tolerated, and will result in a consultation with parents and child to find a behaviour resolution.

Health and safety regulations will be followed, and incidents recorded.

Families and Communities

At TenForward, we are very keen to support and embrace the knowledge held by our community so that even better outcomes are achieved. If parents or local businesses have a particular area of knowledge that would be appropriate to share with the children, we want to become a community hub for this to happen.

Additionally, if parents or children have particular requests for content to be provided, for example an online kids course for developing and uploading Minecraft Mods, then we will certainly do what we can to cater for requests. We will have a Requests submission box where anyone can submit a concept they'd like to see incorporated into the TenForward offering.

Cultural Diversity

At TenForward, we are aware and conscious of cultural differences of the children in care. The programmes we offer take into consideration the diverse needs of children from various backgrounds.

Daily Routine

After school care begins at 3pm.

Remuera Intermediate students will be assisted across the road by TenForward staff, and will be signed in.

Children from other schools need to be delivered to TenForward. An adult must sign them in when they arrive.

Remuera Intermediate students arriving after 3pm (eg after sports training) can text us on 021 288 9323 so we know to assist them with road crossing. Afternoon tea will be reserved for them.

Upon arrival, children put their bags in the bag area (so they are not left around the floor as trip hazards), and wash their hands. A selection of light afternoon tea snacks is available. Afternoon tea is included in the fees.

Then children can play on any devices to complete their chosen activity. At TenForward we offer a variety of pop culture and technology based activities that can be chosen by any child on any day. For example:



- Minecraft and Fortnite esports behaviour training
- YouTube video recording
- Foreign language lessons in virtual reality, from local VR startup ImmerseMe
- Mathletics - devices available for children to log into their Mathletics account to complete their homework
- Online homework - devices available for children to log into their Google account to complete their homework
- Painting models
- Dungeons and Dragons on Monday and Wednesdays
- Strategy card games such as Magic, Yu Gi Oh, Pokemon and Final Fantasy
- Tabletop boardgames and miniatures games, science activities, model building
- GirlGuiding and Scouts Technology Badge requirements
- Wifi and charging stations for children to use their own devices

In addition, we will have special activities happening every week, and these will be posted on our website, and in the store. For example we may have a guest teacher for airbrushing models, or we may have a holiday programme where a computer can be built, and these special event days will be promoted so children wanting to attend this session know which day it is.

The children attending on a special event day who do not wish to participate will still be able to do the normal activities of their choice.

Booking and Admin

The programme is designed primarily for children aged 10-13, but can easily suit children who are technology focused from Year 4 to Year 9.

Parents need to book in advance on our website www.tenforward.co.nz using the Google booking form, which ensures information relating to the child is available to us (including dietary requirements, parent contact information, health and safety info etc). If there is space available, you may book on the day (as long as your child knows to attend TenForward after school that day).

There are no prohibitive criteria for enforced days or permanent subscription - we are entirely casual and you only pay for the days and times your child attends. Book in for the days you like. Booked days can be transferred to another day if required (where space is available).

We can only transfer a day to another suitable space - we do not offer refunds.

Please remember it is your responsibility to keep TenForward updated with any information that changes on the enrolment form, such as health issues or custody arrangements.

Fees

Payment for after school care and holiday programmes will be:



\$10 per hour (starting from the time of arrival), **\$5 per half hour**, **\$2.50 per 15 mins**

There may be additional fees for some options the children choose, for example a specialised computer building program, or a particular certification. You will receive a permission form before any additional costs are incurred.

You can pay your fees in a variety of ways:

- By cash/eftpos/credit in store at TenForward
- By internet banking
 - ANZ, TenForward, 06 0229 0883198 00

You only pay for the hours your child attends.

Signing In and Out

When children arrive, they sign in using our in store booking diary. Children from Remuera Intermediate can sign themselves in, while children being dropped off can be signed in by the adult with them.

All children are required to be met by an adult who will sign them out when they leave, unless other arrangements have been made, eg that the child is to catch the 007 bus at 5:25 for example. No children can leave the building unsupervised.

Signing in and out is required for safety, and also billing purposes.

Late Pick Up

TenForward closes at 6pm, but any children remaining after that time will have their parents called to determine location, and a fee of \$10 per 10 minutes applies while a child care worker remains to supervise until parents arrive.

Health, Safety and Wellbeing

Ensuring the children are in a safe environment where they can be inspired and have fun is our priority. All health and safety and employment regulations will be adhered to.

Code of Conduct

Our code of conduct will be much the same as in the classroom - respecting each other and respecting property. The code of conduct on display in the Lounge has been created with the TenForward community of children so the rules are theirs. The rules ensure that everyone can keep safe, and have fun. It includes, but is not limited to:



No bullying, fighting or discrimination of any kind will be tolerated - this will result in a consultation with the parents and child, and if a suitable behaviour resolution is not achieved, then time at TenForward may be restricted.

Stealing or damaging items from TenForward or from other children is absolutely forbidden. Damage to equipment or items for sale, or other children's belongings needs to be resolved by paying for a replacement. Stealing is a breach of trust and respect, and results in a TenForward Ban.

Our in store security cameras operate at all times for everyone's safety. Footage is available to resolve issues and locate items.

No smoking is allowed in or around the TenForward building.

Sick Children

If your child is too sick to go to school, they are too sick to attend TenForward. We do not have facilities to look after sick children. Please use common sense with germs and respect other people by not sharing them. We expect children to wash their hands before eating, and after using the toilet or blowing their nose. Dispose of used tissues in the bins provided. These actions help to maintain a healthy and safe environment.

If children become very sick while in our care, parents will be called to collect them.

If you have booked in a session but can't attend due to sickness, please contact us as soon as possible, and we can arrange a transfer of attendance day.

Allergies / Medical Requirements

Please advise if your child has allergies or requires medication. You will need to supply an allergy management plan. For medication to be administered by a staff member, instructions are required, and medication must be named. Providing this information is considered to be your permission.

Medicine administered to children is recorded in our daily diary next to the child's name. Staff member to sign and note time medication given.

Accidents and First Aid

We have a fully stocked first aid kit onsite. If a serious accident occurs, we will call the parents, and if urgently required, take the child to Ascot A&E.

All accidents or incidents are recorded in our Accidents and Incidents Book.



Emergency Procedures

In the case of emergency, our building will evacuate and we will meet outside Remuera Intermediate on St Vincents Ave. Parents will be contacted. We will practice this procedure once per term. An evacuation plan is on display in TenForward on both exit doors.

Child Abuse Reporting Requirements

We will meet our requirements under the Vulnerable Children's Act 2014. Child protection is about practices that keep children accessing services safe, ensuring that potential abuse and neglect, along with general concerns about child wellbeing, are identified and appropriately responded to. It is key to building a culture of child protection where the safety and security of children is paramount.

Homework Policy

We provide facilities for children to make the best use of their time to do their homework. TenForward staff are happy to assist, but will not complete homework for children. Many homework tasks are completed on online services such as Mathletics, Google Drive etc, so children will need to know their login details, and log out after they have finished.

We do not have a set time for children to do their homework, or enforce that they do it, but we do recommend that they choose this opportunity for a few minutes of homework so they don't have to do it later.

Visiting Guest Speakers

From time to time, we may have exciting guests visiting who have appeal to the children at TenForward. This could be a YouTuber, a virtual reality expert, a gaming expert, a card gaming tournament organiser, and so on. We want to inspire activities and creativity and entrepreneurship, so we value guests and what they have to offer the children.

There will be no extra charge for these sessions, and we will post on our calendar when these sessions take place.

Lost Property

There will be a lost property box at TenForward, and we will endeavour to return belongings to the right person.



Complaints

All complaints can be dealt with by any TenForward staff member, or can be escalated to Belinda Hope, belinda@tenforward.co.nz. We certainly do not want anyone to have a bad experience, and we will work with parents and children to resolve any issue as fast as possible, ideally the day the situation occurs.

Children can escalate a complaint to any TenForward staff and the problem will be attempted to be resolved immediately. We will mention the situation and resolutions to the parent at pickup that day.

If an independent investigation is required, we will seek to find a suitable moderator appropriate to the situation.

Complaints can be made away from other children, or discretely by text, or however the person feels most comfortable. Anyone can have a support person to assist them during the complaint procedure.

Complaints are usually private, so we would use discretion about writing down the details in the incident book where other staff could see. The emails or texts of the complaints and actions are kept private.

Staffing

TenForward has a variety of experts, specialising in things like gaming, streaming, YouTubing, model making, card gaming, virtual reality, coding, crafts, and more. We want to share our skills to inspire our young people!