What are the business rules in relation to staff allocations?
I am not really sure what you are asking in this question. You will need to give me more detail.

What are the business rules in relation to student allocations (eg. twins policy, staff member is a parent, etc.)?
With twins we would generally want to give them both a place at the same time, unless they have quite different needs. We would need to note on all the relevant forms that there were multiple siblings applying. This is relevant for twins, triplets, etc. as well as children of different ages from the same family eg. a 2 year old and a 3½ year old applying. The reason we would need to know this is because a family may only be willing to accept a place if they can be assured that all siblings will get a place.

What happens when details on the application form change (eg. the child's collector needs to change, there's a divorce, etc.)
We currently get the parents to modify the form and re-sign and date it. All parents are required to check the details on the form each year and re-sign and date it.

What data elements from the Enrolment form should be included in the implementation?
All the information, except the Child's immunisation record and the declaration. These are not required as the manual form will always be kept for legal reasons and as a back-up.

How does invoicing work, especially when there is a change in the number of sessions per week during term?
Invoices are issued in Week 2 of each term. The treasurer is currently given a list which details each child and the sessions that they will do each week. The treasurer has the term dates so he then works out the exact no. of sessions per child.
For example:
Term 1 has 10 weeks, but Week 1 will start on Wednesday rather than Monday.

On the list which details session attendance we have:
John Smith Mon pm Tues am Wed pm Total = 3 sessions

Then John Smith would be charged:
- for 4 sessions per week from Week 2 to Week 10 (3 x 9 = 27 sessions)
- for 2 sessions in Week 1 because the Pre-school opened on Wednesday in Week 1
- at the rate of 3 sessions per week for all ten weeks ($20.00 per session) because that is the norm for this child, even though because of the mid-week start in the first week, they only did 1 session in that week

Therefore the fees for Term 1 for John Smith would be 28 sessions x $20.00

If there are a number of children from the same family he puts all the details on one invoice.

If there are changes in the no. of sessions per week, the treasurer is informed of the changes and he then either issues an invoice for the additional sessions or a refund for the sessions that have already been paid.

For example:
The treasurer may get the following:
John Smith Additional session added Thu am from Week 7 to Week 10
The treasurer checks to see whether this changes the rate that the child pays. In this instance, the rate changes as the child is moving from 3 sessions to 4 sessions per week. The treasurer has to do the following:
Work out what the family has paid for Weeks 7 to 10 = 3 sessions x $20.00 = $60.00
Work out what the family should pay for Weeks 7 to 10 = 4 sessions x $15.00 = $60.00

In this instance, even though the child will be doing one more session, the total amount they need to pay is unchanged. So the treasurer would issue a statement, letting the parents know that this was the case.

How are refunds handled?
Refunds are the exact reverse of the above. The treasurer has to check whether the change in the number of sessions affects the rate, and then refund the family the appropriate amount. The refunds
What are the term dates?
The term dates vary from year to year. They generally match the government school term dates, but we may vary the actual start date. The terms dates are decided in term 4 of the previous year.

How long does a child stay on the waiting list before they are removed?
A child is removed from the waiting list when they are 4½ years old, as they generally start preschool when they are approx. 4 year old. We do this after we contact the parents to confirm that it is okay to do so, as they have paid to get on to the Waiting List.

When a child's status moves from being on 'Enquiry' to 'Waiting List', a non-refundable payment of $50 has to be made by the parents. Is the payment made after the status change or before?
The status changes from 'Enquiry' to 'Waiting List' on receipt of the payment.

What type of payment can parents make i.e. cash, credit card, etc?
Payments can be either made by cheque only to the Pre-school.

Can an application be refused on the basis of an assessment of the parents?
We have not come across this situation before. We generally focus on the suitability of the child. However, if the parent came in and was drunk and disorderly, we would probably be quite loathe to accept the child. Then again Maria Montessori started her work with disadvantaged children and that type of child may beespecially needy.

How are children selected from the waiting list?
Children are selected from the waiting list based on the requirements of the class, for example if we needed two 3 year old girls, then we would look at the list for this type of child and then if there were three 3 year old girls, we would choose them on the basis of first come, first in.

What is the difference between place allocation and session allocation?
A place allocation, is the Pre-school making a commitment to the parent that the child will be able to start at the Pre-school on a particular date. Session allocation, is when the child is allocated to a certain number of sessions per week eg. Mon am and Thu pm would be 2 sessions per week.

Do you want comments stored for the child in the enrolment form or the enquiry form?
We want to store comments about the child regardless of their status. So the comments should be connected to the child rather than their particular status at a given time.

How many classrooms does the Pre-school have?
The Pre-school has 3 class rooms:
- "Little house" generally used for the 2-3 year olds
- 2 X "Big House" generally used for the 3–6 year olds. The second "Big House" has only just opened.

Is the Enrolment form (attached to the case study) used for the enquiry as well?
No, the Enrolment form is only filled out at the time of enrolment. While we currently do not have any other forms, I have specified in the previous interview what information we require at the various stages. It would be really good if you could design an Enquiry form. We have always meant to do it. At the moment, I just write the information on scraps of paper.

What is the meant by a transition session? Does it belong to the "Big House" or the "Little House"?
The "Big House" is used for 2 purposes:
- Monday to Thursday for the 3-6 year olds
- Friday for the 3 year olds who are just in the process of moving to the Monday to Thursday sessions

The reason we do this is so that they get used to the "Big House" slowly without having to deal with all the new children.

For example a child’s progress through the school may be as follows:
2 years old: Little House – 1 session Fri am
2¾ years old: Big House – 1 transition session Fri am
3 years old: Big House – 1 transition session Fri am, 1 Big House session Tues am
3½ years old: Big House – 2 sessions Tues am and Thu am
3¾ years old: Big House – 3 sessions Mon pm, Tue am, Thu am
4 years old: Big House – 4 sessions Mon pm, Tue am, Wed pm, Thu am
and so on until they are could possibly be doing 8 sessions in the “Big House” as they reach 6 years old.