

To the parents, whānau, and kaiako

ERO's visit to your Early Childhood Service

The Education Review Office (ERO) will soon be undertaking a visit to your early childhood service. Your service leaders will let you know when the review team will be onsite.

What does ERO want to know?

ERO is firstly interested in assessing the information and practices the service has to meet regulatory standards and provide for safety and wellbeing, in areas that are potentially of high risk to children. Based on these findings, ERO will then choose to either look more closely at the regulatory standards or to evaluate the quality of the conditions at the service that support children's learning.

If looking further at regulatory standards, ERO will assess whether the service is meeting the standards relating to curriculum, premises and facilities, health and safety and governance, management and administration.

If undertaking a quality evaluation, ERO will focus on the extent to which your early childhood service has the learning and organisational conditions to support each child's learning and development. To find this out, ERO will discuss what your service knows about what is happening for children, what is contributing to or hindering progress, and what your service is doing to improve quality. The service and ERO will use [Te Ara Poutama: Pike Ake, Kake Ake; Indicators of quality for early childhood education: what matters most](#) available on ERO's website, www.ero.govt.nz. This is to make judgements about how children are learning in relation to the outcomes of [Te Whāriki](#), the early childhood curriculum.

In both approaches, ERO reviewers will talk with adults in the service, read documents and observe aspects of the curriculum. ERO will also be interested in how parents and whānau are supported to contribute to their child's learning and how kaiako and parents and whānau are involved in decision-making in the service.

Once we have all the information we need, ERO will summarise what we found in a brief report. The report will be sent to your service and will be published on our website after the review.

ERO makes use of the information and feedback parents and whānau have shared with the service, such as surveys and questionnaires, as part of our process. We have developed a resource for parents [What Matters Most – for your child and their learning in an early childhood service](#). This is available on our website.

We look forward to being in your early childhood service.

ERO review team