

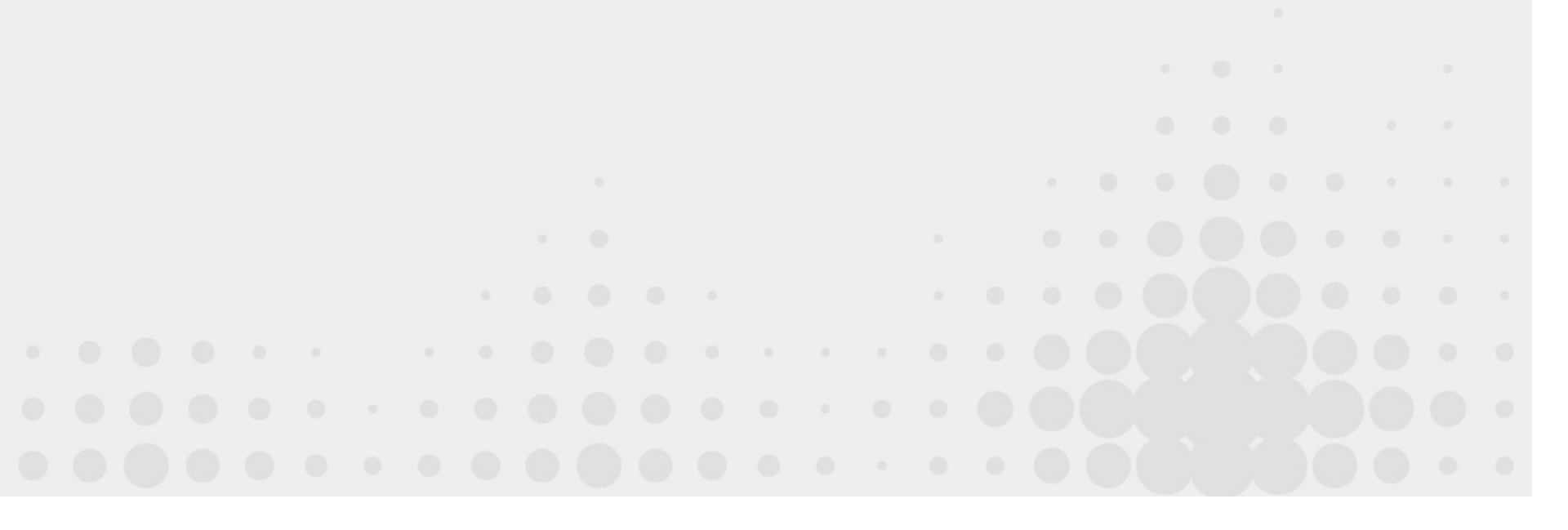


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Young People's
Learning Agency

CAPITA

Learner Support Service The new Childcare Administration Process





Objectives of presentation

1

To **update you on the Learner Journey** for Care to Learn and to identify how the process has been improved to give learners and childcare providers greater certainty of eligibility for support towards childcare costs.

2

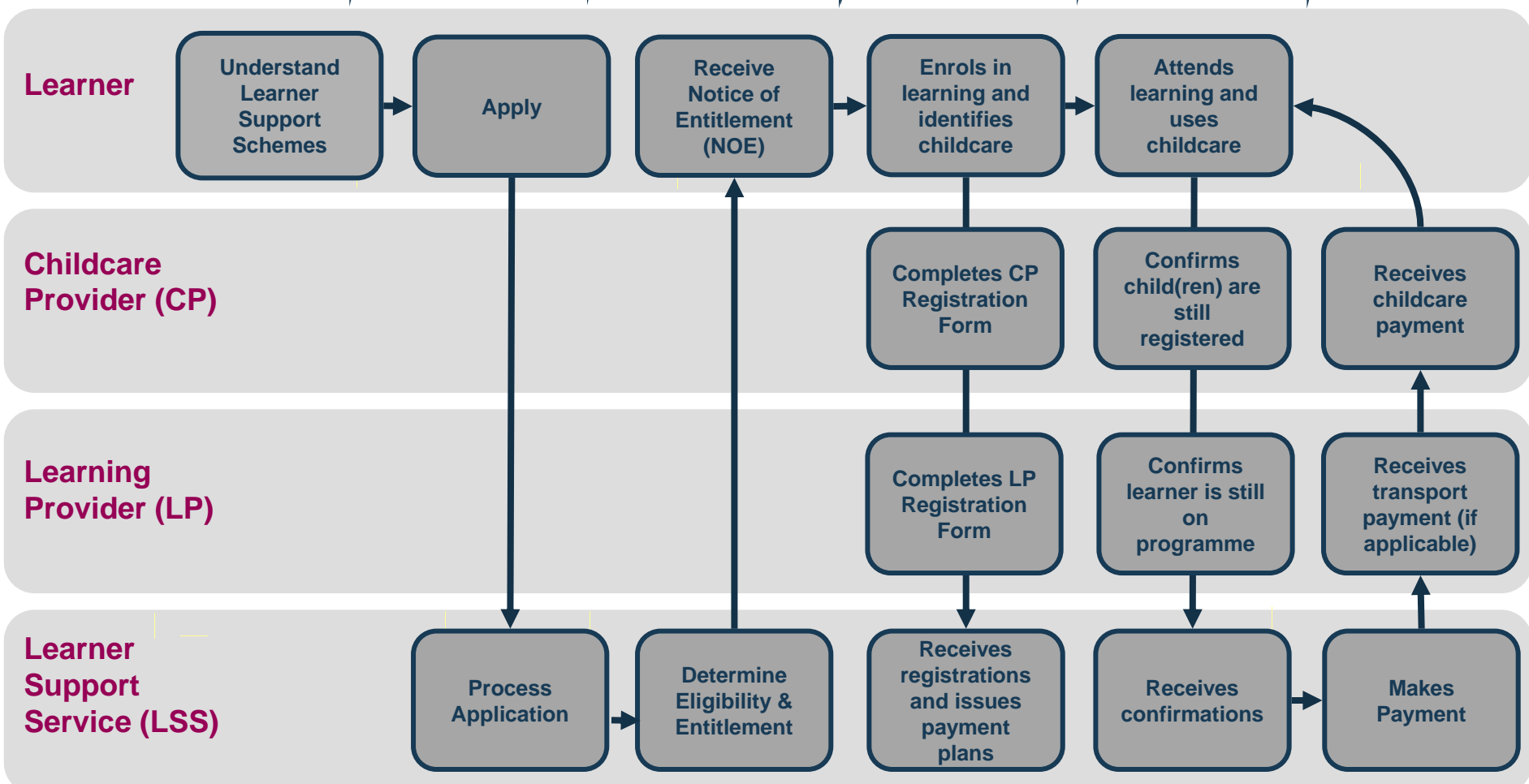
To **understand the key documents supporting the process**, to help you complete and return paperwork to ensure Childcare Providers are funded promptly and learners continue to benefit from Care to Learn



- The application process has changed in response to feedback
- It is now simpler and easier to make an application - applicants no longer need to choose their learning or childcare before they apply
- Childcare and Learning Providers no longer need to complete any paperwork without first having confirmation that the applicant is eligible
- New process will reduce the number of incomplete forms and therefore help prevent payment delays



We have simplified the learner journey to make the application process easier for learners





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We have created some examples of how the process works for the learner and for providers

CAPITA



Keeley
(Care to Learn)



Little
Tinkers
(Childcare
Provider)



Spring
Park
College
(Learning
Provider)



Keeley, is 17 years old and lives with her mum. She left school at 16 with 3 GCSEs.

Now that her son, Jake, is a little older she has decided to continue her education and wants to study for a diploma in childcare and education.

Scenario

Keeley found out about Care to Learn through her local college and is keen to use Care to Learn to pay for childcare for Jake. She visited the DirectGov website and requested an application form.

Keeley has found a course she would like to do at her local college but hasn't decided on a Childcare Provider. Her local college doesn't have onsite childcare facilities so Keeley hopes to get funding for travel costs to and from the Childcare Provider.



Keeley's preferred Learning and Childcare Providers



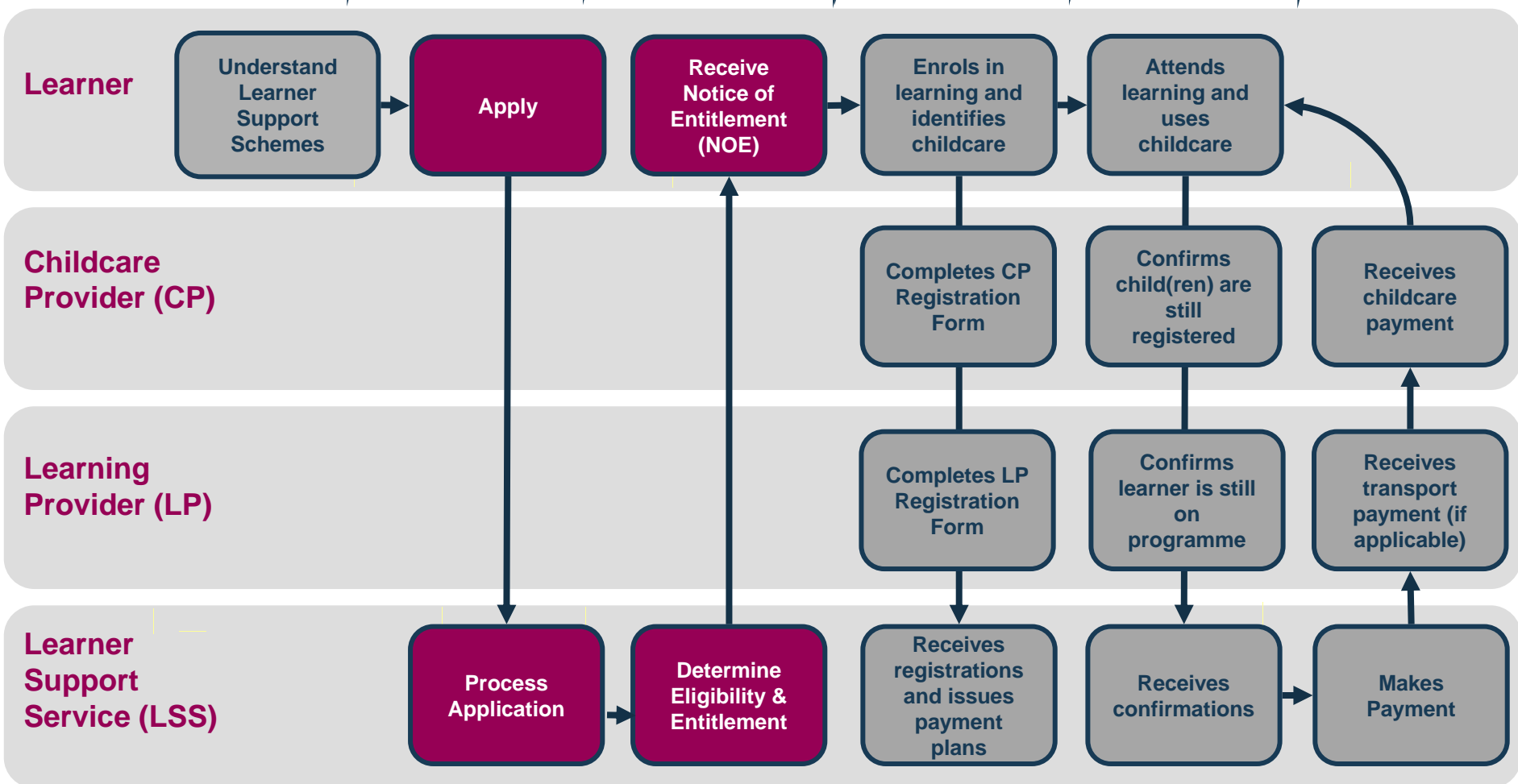
Little Tinkers is a nursery with 20 childcare places and they already have two childcare places paid for by Learner Support funding. They have a part time administrator who is responsible for Learner Support Scheme administration including completing and returning attendance monitoring forms.



Spring Park College is a typical Learning Provider in a mid-size town, attracting students from the town and surrounding villages. They have a small office of full time administrators who have a wide range of responsibilities including enrolling students on courses and administering Learner Support for the 30 or more students who receive funding.



We have simplified the learner journey to make the application process easier for learners





How do the 'apply' and 'assess' stages affect Keeley and her Learning/Childcare Providers?

Learner



Keeley receives the application form at her home address.

Keeley completes her application form and returns it the LSS without needing to talk to her Learning or Childcare Provider

Action

Return application form containing:

- Keeley's personal Details (i.e. name, date of birth, address etc)
- Jake's details
- Details of her support worker

Childcare Provider



Little Tinkers has spoken to Keeley but does not need to complete any section of the application form

Action

May help Keeley to complete her application form

Learning Provider



Spring Park College has sent Keeley information about her preferred course but unlike previous years they do not need to complete any section of the application form

Action

May help Keeley to complete her application form



- Application form is in two parts – Learner Details, Childcare Details (if known)
- Assessment captures details of learner and child(ren)
- Childcare Provider details can be supplied if known, but are not required for assessment
- Learner's support worker details are also captured
- This is to give assurance to the learner that they are eligible for support prior to them securing childcare – removes uncertainty for both learner and Childcare Provider

Key benefits of the new application and assessment process



- Simplified form which Keeley only needs to complete her own details
- Backdating arrangements now only dependent on initial application



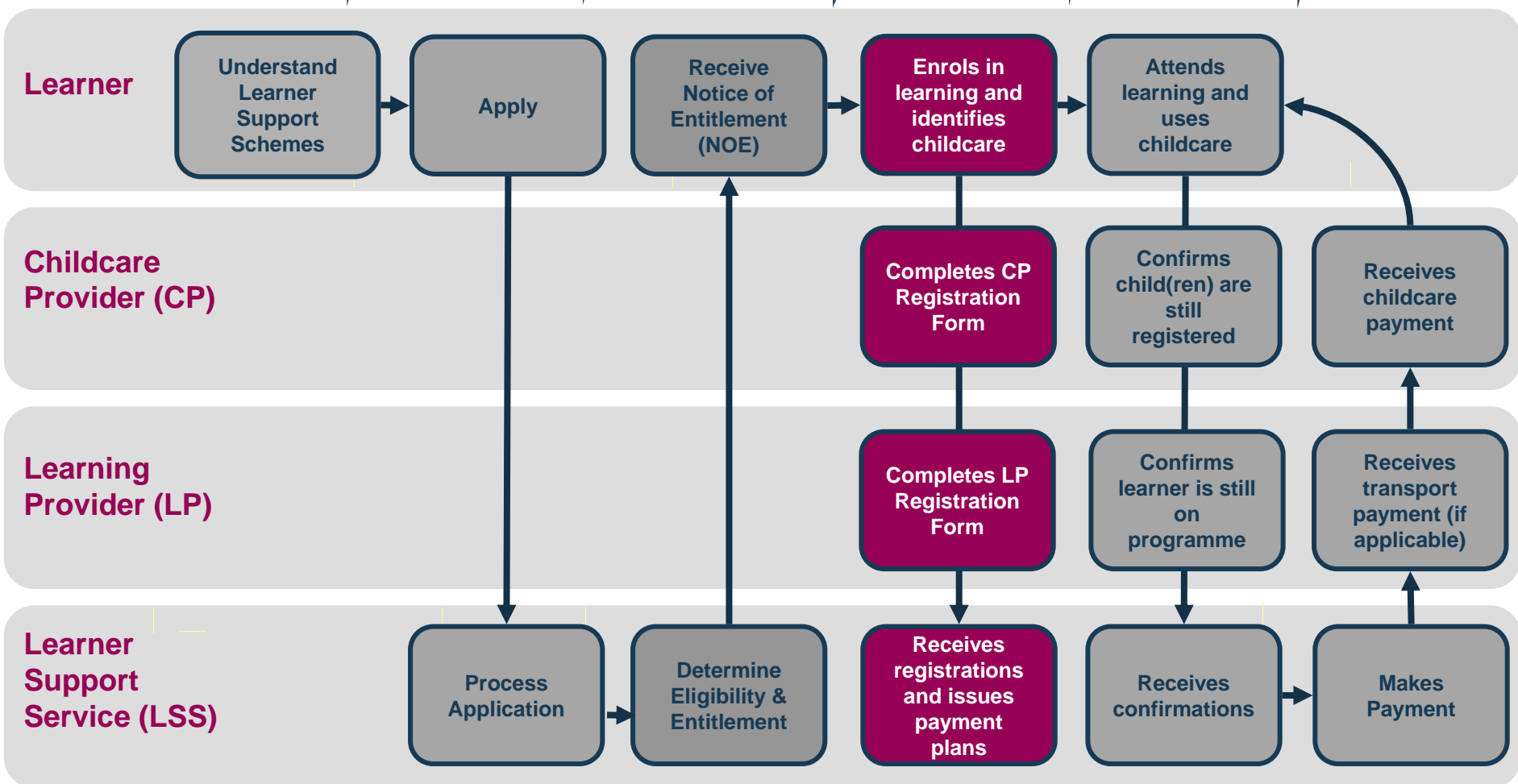
Childcare Provider does not need to complete any paperwork or make any commitment to a childcare place at this stage



Learning Provider does not need to complete any paperwork for potential travel costs at this stage



We have simplified the learner journey to make the application process easier for learners



Learner

Keeley is assessed as eligible for Care to Learn and she receives a Notice of Entitlement (NoE) through the post. She also receives two registration forms, one which she takes to Little Tinkers and the other which she takes to Spring Park College. Keeley talks to the college about her anticipated travel costs.

Actions

- Childcare registration form to the Childcare Provider
- Learning Provider registration form to the Learning Provider
- Talk to Learning Provider about anticipated travel costs

**Childcare
Provider**

Little Tinkers is given notification of eligibility for Care to Learn by Keeley along with a childcare registration form. Little Tinkers completes the registration form and returns it to LSS in a free post envelope.

Actions

- Return Childcare Provider registration form to LSS containing:
- Childcare Provider details (i.e. Name, address, registration number etc)
 - Childcare dates
 - Childcare costs

**Learning
provider**

Spring Park College is given notification of eligibility and a Learning Provider registration form. The College makes an assessment of Keeley's travel costs, completes the registration form and returns it to LSS in a free post envelope.

Actions

- Return Learning Provider registration form to LSS containing:
- Course name and level
 - Course dates
 - Number of hours of learning each week
 - Details of any learner travel costs



- Keeley has portable Notices of Entitlement which she can take to her providers of choice
- Keeley has assurance of her eligibility and can approach providers with confidence



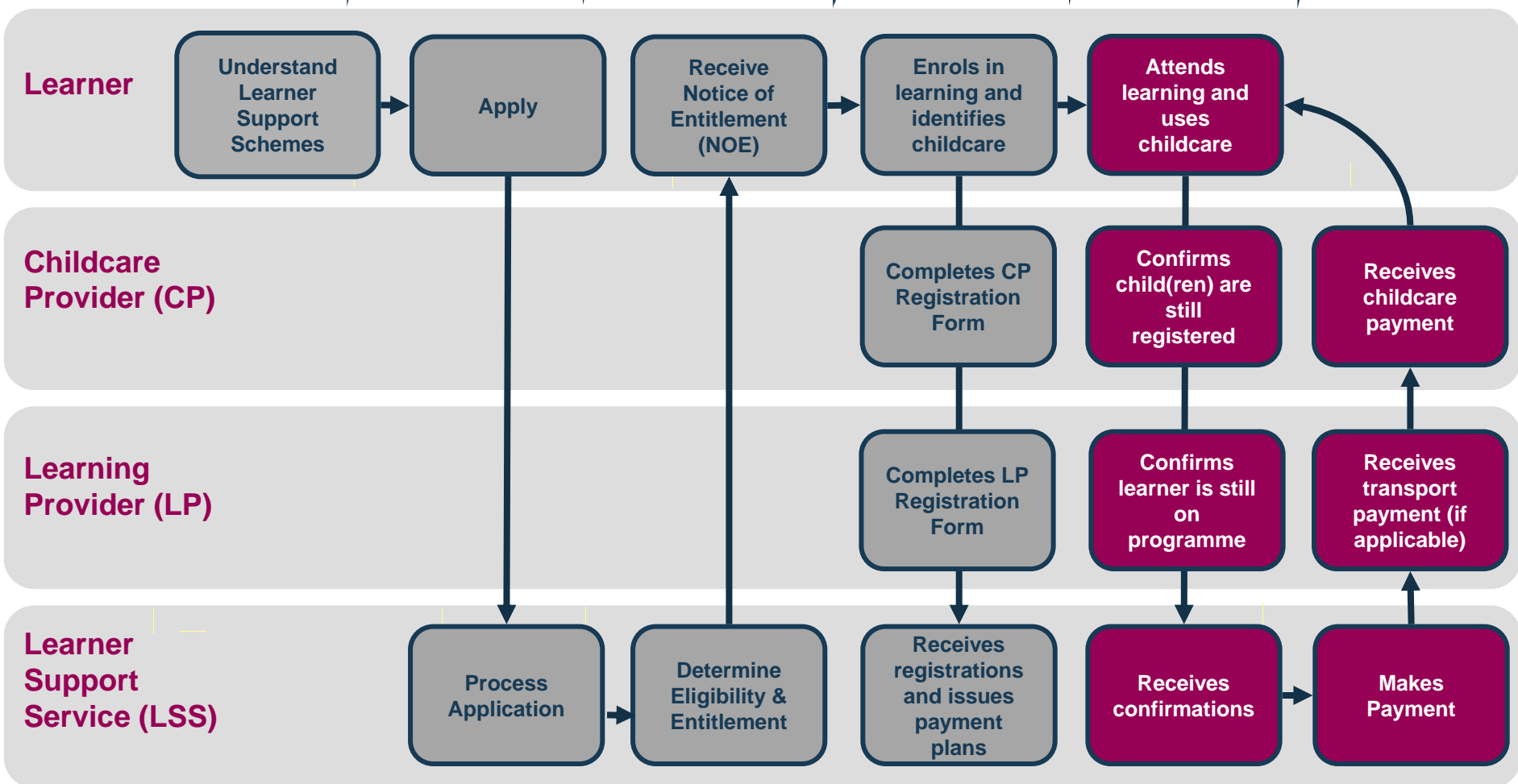
Childcare Provider can offer childcare place(s) with assurance that funding will be provided.



Learning Provider can complete travel costs and supply information with assurance that learner has eligibility.



We have simplified the learner journey to make the application process easier for learners





How does the 'attend and pay' stage affect Keeley and her Learning/Childcare Providers?

Learner



Keeley attends her course at Spring Park College and continues to send Jake to Little Tinkers while she learns.

Actions

Attend learning and continue to use childcare

Childcare Provider



Little Tinkers receives a Childcare Payment Remittance and attendance monitoring forms on a monthly basis.

Actions

Return monthly childcare attendance forms to LSS

Learning Provider



Spring Park College receives learner attendance monitoring forms on a monthly basis which the admin office complete and return

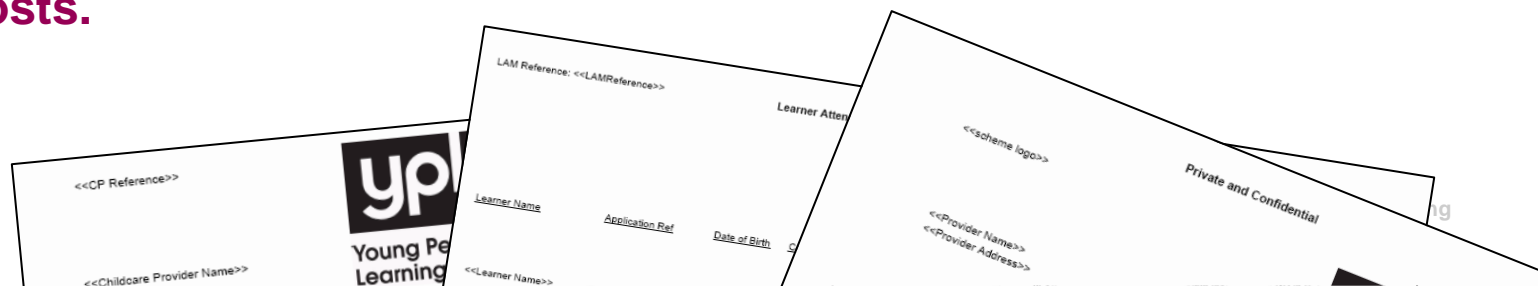
Actions

Return monthly learner attendance monitoring forms to LSS



- Payment plan is produced for learner, Childcare Provider and Learning Provider (if travel costs are payable)
- Childcare Provider will continue to receive Childcare Payment Remittances on a monthly basis. This form details the payments that will be made in advance on a monthly basis
- Childcare Provider will receive Childcare Attendance Monitoring (CAM) Forms for them to confirm child(ren) are still registered and in childcare
- Learning Provider will receive equivalent letter and Learner Attendance Monitoring (LAM) Forms for them to confirm that registered learners are still on programme.

Prompt completion and return of both the CAM and LAM forms is essential to ensure continued, uninterrupted payments of childcare and any travel costs.



IF CHILD HAS WITHDRAWN FROM YOUR CARE
 Please mark in column B with an 'X' in the box.
 Please also complete Column C

DATE CHILD WITHDRAWN FROM YOUR CARE

Please complete column C stating the date the child withdrew from your care IF YOU HAVE COMPLETED COLUMN B

Please ensure form is signed & dated by appropriate person and returned as detailed

CAM Reference: <<CAMReference>>

PROTECT – PERSONAL
 Childcare Attendance Monitoring - <<Attendance Month>>
 <<Scheme Name>>

Date: <<dateissued>>

PLEASE DO NOT COMPLETE COLUMNS B AND C IF YOU HAVE COMPLETED A

Parent's Name	Application Ref	Date of Birth	Child Name	Column A Child still in Your Care	Column B Child <u>WITHDRAWN</u> From your care	Column C Date withdrawn
				<input type="checkbox"/>	<input type="checkbox"/>	D D M M Y Y <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

IF CHILD IS STILL IN YOUR CARE
 Please mark in column A with an 'X' in the box. DO NOT complete column B or column C

Please return the completed form within 10 working days so that we can issue the next childcare and travel payment, as appropriate. Failure to complete and submit the attendance monitoring form will result in childcare and travel payments being withheld.

Declaration to be signed by the Childcare Provider - <<ProviderName>>

I can confirm the above attendance monitoring information is correct and that the provision is registered to provide childcare as previously declared on the childcare provider registration form

Signed: Name: Position:

Date: Contact Number:

Please return completed form to: Childcare Attendance Monitoring, FREEPOST RSEG-BSYB-HGJG, PO Box 244, Darlington, DL1 9GY

Telephone enquiries (Providers): 0845 600 7979

IF LEARNER STILL ATTENDING PROGRAMME OF LEARNING

Please mark in column A with an 'X' in the box.

DO NOT COMPLETE COLUMNS B, C or D

LEARNER WITHDRAWN OR COMPLETED PROGRAMME OF LEARNING

Please mark in column B with an 'X' in the box. Please also complete columns C and D

LAM Reference: <<LAMReference>>

PROTECT – PERSONAL
Learner Attendance Monitoring - <<Attendance Month>>
<<Scheme Name>>

Date: <<dateIssued>>

Learner Name	Application Ref	Date of Birth	Course Name	Column A	Column B	Column C	Column D
				Learning still attending Programme of Learning	Learner Withdrawn or Completed Programme Learning	If Withdrawn or Complete state Date D D M M Y Y	Withdrawn or Completed W C
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="checkbox"/> <input type="checkbox"/>

PLEASE DO NOT COMPLETE COLUMNS B, C OR D IF YOU HAVE COMPLETED A

If B COMPLETED PLEASE ALSO COMPLETE COLUMN D
Please mark with an 'X' in appropriate box whether learner has withdrawn or completed programme of learning

IF B COMPLETED PLEASE COMPLETE COLUMN C

Please state the date the learner withdrew or completed programme of learning

Please return the completed form within 10 working days so that we can issue the next childcare and travel payment, as appropriate. Failure to complete and submit the attendance monitoring form will result in childcare and travel payments being withheld.

Declaration to be signed by the Learning Provider - <<ProviderName>>

I can confirm the above attendance monitoring information is correct

Signed: Name: Position:

Date: Contact Number:

Please return completed form to: Learner Attendance Monitoring, FREEPOST RSEG-BSYB-HGJG, PO Box 244, Darlington, DL1 9GY

Telephone enquiries (Providers): 0845 600 7979

Please ensure form is signed & dated by appropriate official and returned as detailed

Summary of key benefits of the new process for the learner and for providers



- Simplified form which only requires Keeley's personal details
- Backdating arrangements now only dependent on initial application
- Keeley has portable Notices of Entitlement which she can take to her providers of choice



- Childcare Provider has certainty of learner eligibility earlier in the process
- Greater confidentiality over bank account and Ofsted details
- New Childcare Attendance Monitoring form to improve payment process
- Better communication between all parties



- Learning Provider has certainty of learner eligibility earlier in the process
- Improved Learner Attendance Monitoring form
- Better communication between all parties



Find out more

You can find out more about learner support schemes by:

- visiting our website at www.ypla.gov.uk/learnersupport
- calling the helpline on **0845 600 7979** (please select option '3' for Care to Learn)
- Emailing us at email C2L@yplalearnersupport.co.uk

Access local support

The Field Force is on hand to provide local advice and support. Visit our website at <http://www.ypla.gov.uk/learnersupport/toolkit/information/faq/#Training> to find out who your local field force representative is and how you can contact them.

Sign-up for our childcare newsletter

To sign-up to receive our childcare newsletter please visit www.ewagroup.com/ypla/newsletter/registration to register.