

## Learner Support Childcare News Special edition - June 2010

Welcome to this special edition of *Childcare News*; the e-bulletin produced by Learner Support. You will notice that the look of this bulletin has changed. As we have mentioned in previous issues of *Childcare News*, as of 1<sup>st</sup> April 2010, Learner Support is now delivered by the Young People's Learning Agency (YPLA). If you have any feedback on this e-bulletin please email us at [learnersupportupdate@ypla.gov.uk](mailto:learnersupportupdate@ypla.gov.uk).

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## 1. Change to the Care to Learn application process for 2010/11

In recent months we have asked for your feedback on the application process for Care to Learn. You told us that the complexity of the application process was a major barrier to learner participation on these schemes.

As a result of your feedback, we have taken measures to make it easier for parents wishing to apply for support from Care to Learn by changing the application process. This change will come into effect for the 2010/11 academic year, which begins on 30<sup>th</sup> August 2010.

We have prepared briefing notes to tell you in more detail about this change and how it affects you. You can access these briefing notes by visiting our website at <http://caretolearn.ypla.gov.uk/> .

## 2. Changes to our contact details

Some of our contact details have changed. Please update your internal communications with the following contact details:

**Website:** You can now find information about Learner Support childcare schemes from the YPLA website at [www.ypla.gov.uk/learnersupport](http://www.ypla.gov.uk/learnersupport)

**E-mail:** If you would like to send us feedback on this publication, you can email us at [childcare-news@ypla.gov.uk](mailto:childcare-news@ypla.gov.uk) . Don't worry if you have recently sent an email to our old address, we will still have received it so there's no need to resend.

**Phone:** Our telephone helpline numbers for learners and Learning Providers remain unchanged. You can contact the Learner Support Service on **0845 600 7979**. Learners should call **0800 121 8989**.

To register to receive Childcare News or the Learner Support Service Stakeholder e-bulletin, or to check the contact details we hold for you, you should use our registration form at [www.ewagroup.com/ypla/newsletter/registration](http://www.ewagroup.com/ypla/newsletter/registration)

For specific queries on policy that you cannot answer by contacting the helpline, or reading the Guidance, you can email us at:

- [C2L@yplalearnersupport.co.uk](mailto:C2L@yplalearnersupport.co.uk)
- [Freechildcare-adults@yplalearnersupport.co.uk](mailto:Freechildcare-adults@yplalearnersupport.co.uk)

## How to find out more

### Learning and Childcare Providers

You can find out more about any of our childcare schemes by contacting the Learner Support Service on **0845 600 7979**. You should select option '3' for Care to Learn and option '4' for Free Childcare for Training and Learning for Work.

You can also visit our website at [www.ypla.gov.uk/learnersupport](http://www.ypla.gov.uk/learnersupport), where you will find key information on the schemes, guidance on how to administer the scheme within your organisation and resources to help you.

You can also email us at [childcare-news@ypla.gov.uk](mailto:childcare-news@ypla.gov.uk). For scheme-specific queries you can email [C2L@yplalearnersupport.co.uk](mailto:C2L@yplalearnersupport.co.uk) or [freechildcare-adults@yplalearnersupport.co.uk](mailto:freechildcare-adults@yplalearnersupport.co.uk).

### Learners

Learners can find out more about the schemes by visiting the Directgov website at [www.direct.gov.uk](http://www.direct.gov.uk) and searching for the relevant scheme. Alternatively, they can ring the Learner Support Service helpline on **0800 121 8989**, which is a freephone number. Learners can get information on any of the Learner Support schemes, including Education Maintenance Allowance (EMA) and Adult Learning Grant (ALG).