

2010/11 Care to Learn Application Process – Briefing Note for advisers and support workers

This briefing note is aimed at individuals and organisations who provide advice and support to parents, including Information, Advice and Guidance (IAG) advisers (i.e. student services within colleges, Family Information Services, children's centres etc), Job Centre Plus, Connexions staff and teenage pregnancy workers. It is designed to inform you about the changes the Learner Support Service (LSS) has made to the application process for Care to Learn for the 2010/11 academic year.

What is changing?

Until now, parents have had to secure their learning and childcare places before applying for Care to Learn. In recent months you have told us that the complexity of the application process was a major barrier to learner participation for this scheme.

In response to your feedback we have made changes for the 2010/11 academic year so that applicants no longer need to choose their learning or their childcare before they apply.

We strongly believe that this is a positive change for everybody involved with Care to Learn. Learners will find it easier to make an application, and Childcare and Learning Providers no longer need to complete any paperwork without first having confirmation that the learner is eligible.

How will the new process work?

The parent completes and submits an application form to the LSS. The application form only requires details about the parent and their child(ren).

The parent can also provide details of their intended Childcare Provider(s) and support worker on the application form.

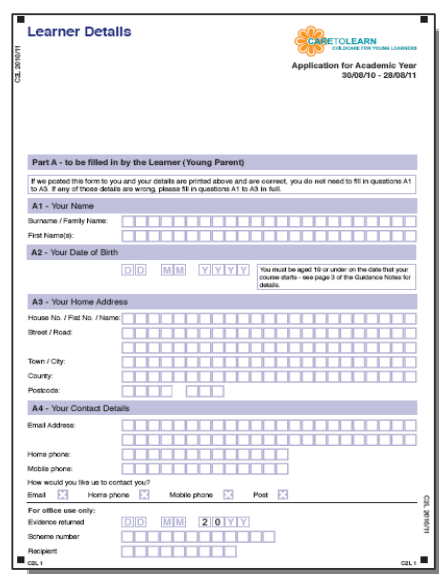


Figure 1: Front page of C2L Application

If the application is assessed by the LSS as eligible, the learner will receive a:

1. 'Notice of Entitlement' (NoE)
2. Childcare Provider Registration Form
3. Learning Provider Registration Form

The learner then takes the registration forms to their Childcare Provider and Learning Provider who must complete their form and return it to the LSS in a prepaid envelope as soon as possible.

Please note that the learner application form and both the Learning Provider and Childcare Provider Registration Forms must be returned to the Learner Support Service and approved before any payments will be made.

How can advisers and support workers help parents with the new process?

The support you are able to offer learners will depend on the type and level of interaction you have. However, there are a number of things you can do to help parents interested in participating in learning or training:

- Continue to provide information to parents about the benefits of Care to Learn and direct them to the DirectGov website (www.direct.gov.uk) and Learner Helpline (on **0800 121 8989**) for further information;
- Encourage parents interested in learning or training to apply for Learner Support childcare schemes. Individual application forms can be ordered online from the DirectGov website or by calling the Learner Helpline (on **0800 121 8989**). If you would like to order a small stock of application forms to distribute to parents, please call YPLA Publications on **0845 602 2260**. Application forms are limited so please don't order more forms than you think you need;
- Assist parents with their application forms. For many potential learners, completing an application form can be a daunting experience. We have made changes to the application process for the 2010/11 academic year to make it easier for them to apply. However, you may still need to help parents complete their form and we have included detailed guidance notes with the application form to assist you;
- **Please make sure that your contact details are recorded under the support worker section of the application form** so we can keep you informed of the progress of the application;
- Where appropriate, support the parent and other stakeholders as necessary to help identify a suitable learning or training course and Childcare Provider. Although this information is not required to make an application, thinking about the course and Childcare Provider at the time of application helps prevent delays once a Notice of Entitlement is issued;

- Encourage parents to follow up with their Learning Provider and Childcare Provider to ensure that registration forms are completed and returned to the Learner Support Service promptly.

Where can I get support on the new application process?

You can find out more information about our childcare schemes and get answers to any questions you may have by calling the Learner Support helpline on **0845 600 7979** where one of our advisers will be happy to help.

You can also visit our website at www.ypla.gov.uk/learnersupport, where you will find lots of information about all of our schemes; alternatively you can email us at C2L@yplalearnersupport.co.uk.

To register to receive Childcare News or to check the contact details we hold for you, please use our registration form at www.ewagroup.com/ypla/newsletter/registration.