

Learner Support Programme

Free Childcare for
Training and
Learning for Work
Guidance
2009/10

Amended

February 2010

Of interest to stakeholders involved in
delivering Free Childcare for Training and
Learning for Work

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Introduction

This document has been updated for the 2009/10 academic year (1 September 2009 to 31 August 2010). Do not use this document after August 2010. Please check the website to make sure that you are using the correct version.

This guidance sets out the policies and procedures for the **Free Childcare for Training and Learning for Work** scheme 2009/10. It is aimed at key stakeholders involved in the delivery of the scheme including Learning Providers, partners delivering information, advice and guidance (IAG), the Learner Support Service (LSS) for the scheme, and Learning and Skills Council (LSC) colleagues at an area, regional and national level.

This guidance sets out what providers should do to operate the scheme in their organisation and how to get the best from it.

Background and overview

Free Childcare for Training and Learning for Work is a strand of the LSC's Learner Support programme which aims to remove finance as a barrier to participation in learning.

This scheme has been developed following the 2007 budget announcement for £75 million across three years to provide free childcare for workless parents accessing learning leading to work.

It has been introduced to help families who are unable to benefit from other childcare support currently available (for example, the childcare element of Working Tax Credit for families where both parents are working, or childcare support through the Jobcentre Plus schemes for lone parents).

The scheme is aimed at low income two-parent families where one parent is in work and the other parent is looking to enter learning.

The parent wishing to enter learning can apply to receive support for the costs of the childcare that is needed to enable them to participate in learning. This scheme will pay childcare costs of up to £175 per week (or up to £215 per week in London).

Summary of changes

This document has been updated to reflect in-year policy changes and to offer clarification for certain elements of the existing policy rules. A summary of the changes is below:

Change	Brief Description
1. Change to eligibility criteria in relation to the working hours of the learner and their partner	In Jan 2010 the eligibility criteria relating to the working hours of the learner and their partner changed. The new eligibility criteria are outlined in the 'eligibility of the learner' section of this guidance and clarification about how these changes impact on apprentices and learners undertaking Train to Gain courses is outlined in the 'eligibility of Learning Provider and course' section of this guidance.
2. Clarification about progression routes to employment	Following feedback from stakeholders we have included further information about what is deemed as a progression route into employment for this scheme. This is detailed in the 'eligibility of Learning Provider and course' section of this guidance.
3. Sub contractors/Third Party Providers who are already LSC-funded	Following feedback from stakeholders we have included details about the administration of the scheme when using different types of Third Party Providers. This process should be more straightforward for Providers who sub-contract to Providers who are already LSC-funded.

Eligibility criteria

Introduction

In order for a learner to receive support from the scheme, they, their course and their Childcare Provider must all meet the eligibility criteria for the scheme, as outlined in this guidance.

All criteria are detailed fully later in this section but in summary the learner must:

- be out of work or working for less than 16 hours per week;
- have a partner who is in work;
- have a household income of £20,000 or less in the previous tax year;
- be aged 20 years or over when their course starts;
- be the parent or main carer of a child aged 14 years or under (or aged 18 years or under if the child has a disability);
- meet the residency conditions for the scheme;
- be undertaking an LSC-funded course (at Level 3 or below) at an LSC-funded Provider; and
- use a Childcare Provider that is Ofsted registered.

Eligibility of the learner

Family situation

The learner applying for this scheme should be part of a family with dependent children, whose partner is working. Learners in other family situations could be eligible for childcare support from one of the other childcare schemes listed in the 'Links with other support' section, page 14.

Age

Learners aged 20 years or over when their course starts are eligible to apply for the scheme.

An eligible learner can claim childcare costs for each dependent child aged 14 years or under (or aged 18 years or under for children with a disability). The age of the child will be calculated at the date the applicant starts their course.

Income assessment and hours of work

To be eligible for the scheme the learner's partner* must be in work. There is no minimum or maximum on the hours of work for the partner, they must just be in work and not unemployed. The learner must also be out of work or working for less than 16 hours per week. Guidance on how to calculate hours of work for seasonal workers, for example, can be found in the application form Guidance Notes.

The household income for the previous tax year must be £20,000 or less (this will be the 2008–09 tax year for learners applying for childcare support in the 2009/10 academic year).

Where available a Tax Credit Award Notice (TCAN) should be used as evidence of income. Learners applying for support in the 2009/10 academic year will need to supply their family's 2008–09 TCAN with their application. This will show their household income in the correct tax year.

Where the learner does not have a TCAN, they can send evidence of income, as outlined in the application form Guidance Notes, to enable the LSS to conduct an income assessment that is in line with the income assessment conducted for tax credit purposes.

Details of the income assessment that the LSS will complete can be found in the application form Guidance Notes.

Residency

To be eligible for this scheme the learner must be:

- a person who is 'settled'[†] in the UK and has been ordinarily resident in the UK for at least the three years prior to the start of their learning programme; or
- a national of any European Union (EU) country (including Gibraltar), or the spouse or civil partner of an EU national, who has been ordinarily resident in the European Economic Area (EEA), or Switzerland, for at least the

* For the purposes of this scheme a partner is defined as someone who is married to the learner or is living with the learner as if they are married.

† 'Settled' means having either indefinite leave to enter or remain (ILE/R) or having the right of abode in the UK.

three years prior to the start of their learning programme; or

- an EEA migrant worker with the right to work in the UK, or the spouse or civil partner of an EEA migrant worker, who is ordinarily resident in the UK at the start of their learning programme, and has been ordinarily resident in the EEA or Switzerland throughout the three-year period prior to that; or
- a Swiss national who is ordinarily resident in the UK at the start of their learning programme, and who has been ordinarily resident in the EEA or Switzerland for the three-year period prior to that; or
- a Turkish migrant worker who has the right to work in the UK, and who is ordinarily resident in the UK at the start of their learning programme, and who has been ordinarily resident in the EEA, Switzerland or Turkey for the three-year period prior to that; or
- recognised as a refugee by the UK Government, or the spouse or civil partner of a refugee, or have been granted humanitarian protection, or EU temporary protection.

British citizens and certain other people have the right of abode in the UK:

- those with European Community, United Kingdom of Great Britain and Northern Ireland passports;
- British Dependent Territory Citizens (now known as British Overseas Territory Citizens);
- those whose passports have been endorsed to show they have right of abode in the UK; and
- those who have a certificate of naturalisation as a British citizen.

The learner is required to self-certify on the application form that they meet the residency criteria as outlined above. This, in combination with the residency assessment that Learning Providers undertake when enrolling an individual on to a learning programme will satisfy the LSC that the proper checks have been made and the applicant's form will be assessed on this basis.

Eligibility of Learning Provider and course

In order to be eligible for the scheme a learner must be studying at a Learning Provider in England who is funded by the LSC and be undertaking a course that is funded (or part-funded) by the LSC.

The LSC in your local area should be able to give advice to partners about which Learning Providers in your area are LSC-funded, and the Learning Provider should be able to confirm which of their courses are LSC-funded.

Courses **up to and including Level 3** are eligible for this scheme. The course can be delivered via a number of programme-funded routes, for example in a further education (FE) college or delivered as adult safeguarded learning. The course does **not** need to be the learner's first full Level 2 or first full Level 3 qualification.

There are no minimum or maximum course length criteria for courses supported by this scheme. Taster courses through to A-levels are eligible, providing that the course provides a clear learning outcome and is part of a progression route into sustainable employment.

A progression route could include the learner doing a course that will lead them on to a higher level of qualification that will then lead them into sustainable employment, or it could include the learner undertaking a specific course of learning that is required to enter into a specific job.

Progression routes will be different for each individual learner depending on their current skills and what type of employment they want to aim for. The Learning Provider (along with the nextsteps advisor where appropriate) should discuss course options with each learner and confirm on the application form that the course is part of a progression route for that learner.

Sub-contracted/Third Party Providers

The arrangements for the administration of the scheme will be different for different types of Third Party Providers.

Third Party delivery using an independent Provider

This is where a private/independent Provider (who does not receive any funding direct from the LSC) is

commissioned by an LSC-funded Provider to deliver a course/s on their behalf.

The LSC has formal relationships only with its Providers, and does not link to any contractual relationships that those Providers may have in place with other companies to deliver certain LSC-funded courses.

Therefore, where an LSC-funded Provider has contracted with an independent Third Party Provider (who does not receive any funding direct from the LSC), any learners who are undertaking LSC-funded courses at the independent Third Party Provider must be linked to the lead Provider who is LSC-funded. This is because it will be the lead, LSC-funded, Provider who will need to:

- complete the Learning Provider section of the learner's application form;
- complete the monthly attendance monitoring forms; and
- receive and distribute the payments for travel costs to the learner.

Third Party Delivery using an LSC-funded Provider

This is where an LSC-funded Provider is commissioned by another LSC-funded Provider to deliver a course on their behalf. For example, a local authority (who receives funds from the LSC to provide certain courses) contracting with their local FE college (who is also LSC-funded) to deliver these courses on their behalf.

A Third Party Provider that is already LSC-funded would be able to undertake the following activities as though they were the lead Provider:

- complete the Learning Provider section of the learner's application form;
- complete the monthly attendance monitoring forms; and
- receive and distribute the payments for travel costs to the learner.

Distance learning courses

Distance learning courses are **not** eligible provision for the Free Childcare for Training and Learning for Work scheme.

Learndirect courses

Learners who are undertaking a learndirect course in a learndirect centre are eligible to apply for support from this scheme. However, learners who are undertaking learndirect courses via distance learning are not eligible; this is because distance learning is not eligible provision for this scheme.

Apprenticeships

Learners undertaking Apprenticeships where they are unwaged and have unemployed status are eligible to receive Free Childcare for Training and Learning for Work, providing that they meet the other eligibility criteria.

Learners undertaking Apprenticeships where they have employed status, and are therefore working for 16 hours or more per week, are not eligible to receive Free Childcare for Training and Learning for Work.

Train to Gain courses

Learners on Train to Gain courses will be eligible for Free Childcare for Training and Learning for Work, providing that they are out of work or are working for less than 16 hours per week and meet the other eligibility criteria for the scheme.

European Social Fund funded courses

European Social Fund (ESF) courses that are co-financed through the LSC are eligible for this support, providing that the learning is taking place at an LSC-funded Provider or at a Provider that is sub-contracted by an LSC-funded Provider (see 'Sub-contracted Providers', page 6).

Learners on LSC co-financed ESF courses who are eligible for the Free Childcare for Training and Learning for Work scheme should claim their childcare support through this scheme. This includes learners on ESF courses that already include a childcare support element. If eligible, learners should claim childcare support via this scheme rather than claim the support through the ESF funding route.

Study time and work placements

Learners can claim Free Childcare for Training and Learning for Work for independent study time needed as part of their course. This time may be used for completion of coursework, revision or homework but the parent must still keep within the maximum allowed support of £175 per week (£215 in London). Arrangements for study time as part of a course of learning will need to be agreed between the learner

and the Learning/Training Provider and entered on the application or Change of Circumstances (CoC) form.

This scheme will support time needed to undertake work placements, provided that they are an integral part of the course and have been identified on the learner's application form.

Multiple courses within a progression route to employment

A progression route could be made up of a number of different courses that then lead on to work.

For the purposes of this scheme, where a Learning Provider identifies a suite of short courses (all at the same level) as being necessary for a learner's progression these should be grouped together and identified as a single learning programme. This single learning programme should be identified on the learner's original application form and the level of the courses stated. In these circumstances the support will therefore be available for the duration of the learning. This will avoid the need for the learner to complete a CoC form in between each of these short courses.

Where a learner has a progression route identified which involves undertaking a number of courses at varying levels, the first course that the learner undertakes should be identified on the original application form. Throughout the year the LSS should be notified of any subsequent courses that the learner wishes to undertake via a CoC form (as detailed in 'Administration', page 12).

Where a progression route includes the learner undertaking an FE course and then a university course before entering employment, this scheme would only pay for support while the learner is in FE provision (Level 3 or under) as there are other forms of financial support available to help learners in higher education.

Eligibility of Childcare Provider

Only Childcare Providers who are registered with Ofsted* are eligible to provide childcare supported by this scheme. However, this could be childcare delivered by a variety of Childcare Providers including childminders and day-care providers.

The Childcare Provider will need to provide evidence, with the learner's application, of being registered with Ofsted.

Childcare provided by schools

Any childcare for children aged three and over that is provided directly by a school (providing at least one pupil from the school attends) will not need to be registered with Ofsted. Such provision will be inspected as part of the school's inspection system.

Schools that are providing childcare must state their school's unique reference number (URN) on Part E of the learner's application form; they do not need to give an Ofsted registration number.

Where an external provider is providing the care it will be required to be registered with Ofsted. All provision for 0–2-year-olds will be required to register with Ofsted.

Finding suitable childcare

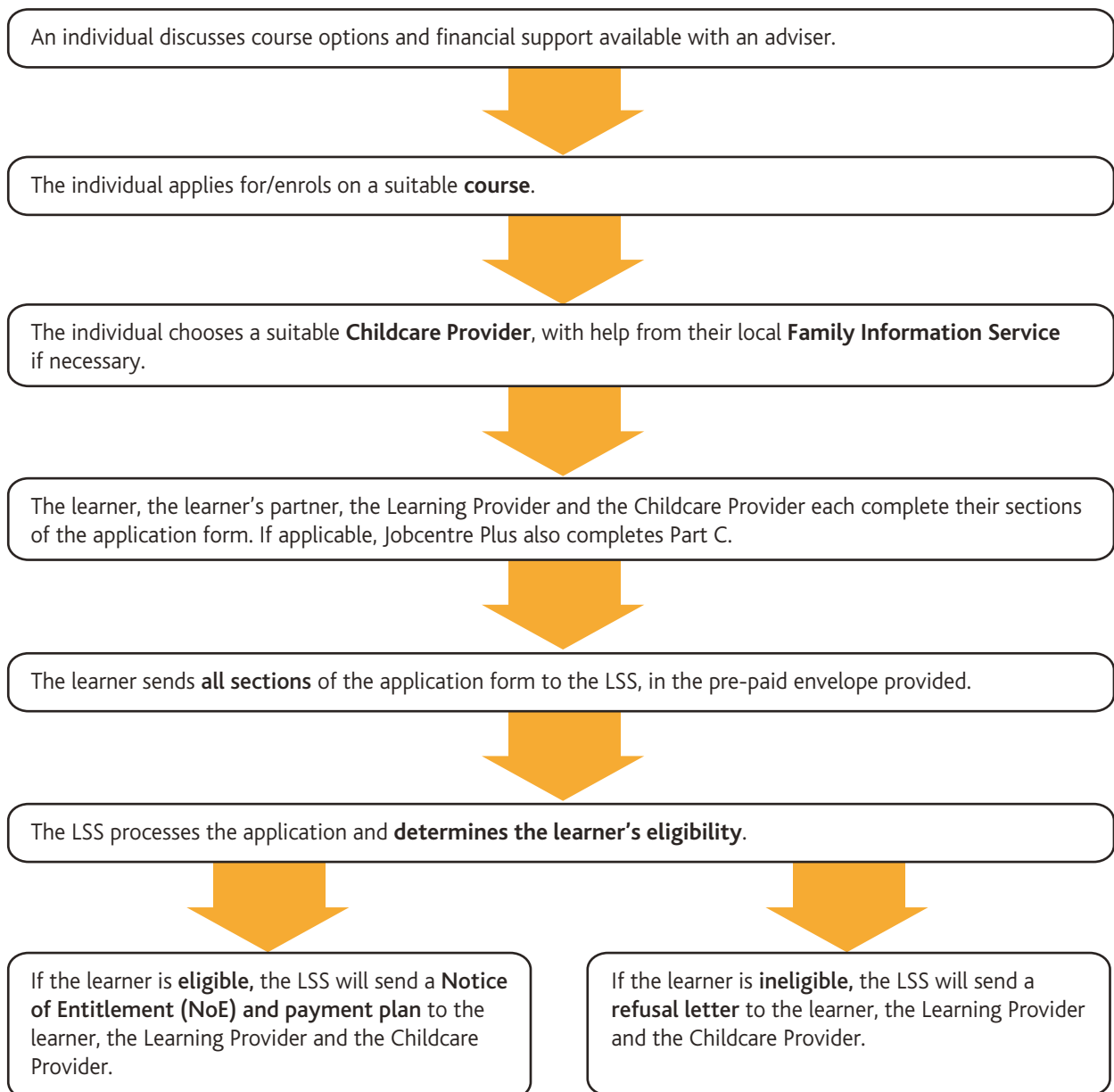
If a learner needs help finding suitable childcare in their local area they should call the Affordable Childcare Helpline on **0800 2 346 346** or visit their local Family Information Service.

* Ofsted register care provided for children on two registers: the Early Years Register and the Childcare General Register (the Childcare General Register has two parts – a compulsory part and a voluntary part).

How to apply

Learners will need to apply to receive support from Free Childcare for Training and Learning for Work. The diagram below gives an overview of the key stages in the journey a learner will take when applying for this support.

Flowchart of application journey



Application forms

To apply for Free Childcare for Training and Learning for Work the learner will need to complete an application form. Where learning starts on or after 1 September 2009, the 2009/10 application form should be used. The 2008/09 application should be used for any learning that starts prior to 1 September 2009.

Providers and stakeholders can order application packs to distribute to learners. These can be ordered by calling LSC Publications on **0845 602 2260**. The publication reference number for the 2009/10 application pack is LSC-P-NAT-090017.

Alternatively, individual learners can request their own application pack from the LSS by calling the learner helpline on **0800 121 8989**.

Within the form there are sections to be completed by:

- the learner and their partner;
- the Learning Provider;
- the Childcare Provider; and
- Jobcentre Plus/Department for Work and Pensions (DWP) (if the learner and/or their partner were in receipt of benefits during the previous tax year).

The Learning Provider will need to confirm in their section of the form that the course the learner wants to undertake is part of a progression route to sustainable employment. Providers will need to exercise discretion in making decisions about what course of learning constitutes being part of a progression route to sustainable employment. This decision-making process may require close working with other stakeholders who provide IAG services.

The Learning Provider should also check that the travel costs requested by the learner are additional travel costs that are necessary to take the learner's child(ren) to and from childcare, and check that these are reasonable.

Once **all sections** of the form are complete it should be posted to:

Free Childcare for Training and Learning for Work
Freeport RSAX-SBKE-UTCJ
Learner Support Service
Manchester M3 3JZ

A pre-paid envelope is provided in the application pack.

The application pack also contains Guidance Notes to help the learner complete the form.

Assessment of eligibility

The LSS will carry out an assessment of the form to determine the eligibility of the learner.

Applicants should expect to receive a decision about eligibility within three weeks of submitting their application form.

If the learner is eligible, the LSS will issue an NoE and a payment plan to the learner, the Learning Provider and the Childcare Provider. The payment plan will set out how much will be paid over what period of time.

Payments will be made via BACS direct to the relevant Provider in line with the payment plan.

If the learner is ineligible, the LSS will issue a refusal letter to let the learner know why they are ineligible. The LSS will signpost these learners to further advice and guidance about other forms of support.

Back-dating

If we receive an application within **28 days** of the learner starting their course, back-dated payments will usually be made to the start of the learner's course or learning programme. Where an application is received outside the 28 days, payments will usually be back-dated to the beginning of the week in which the application is received. Back-dating payments for any longer period may be approved in exceptional circumstances and will be at the discretion of the LSC.

Administration

Payment

Free Childcare for Training and Learning for Work will pay childcare costs of up to £175 per week per child (or up to £215 per week per child in London). The childcare costs will be paid directly to the Childcare Provider.

The scheme will support childcare hours in reasonable excess of learning hours to allow for travel between the Learning Provider and Childcare Provider.

Costs for travel between home and the Childcare Provider may also be claimed if the cost of the childcare is less than the weekly maximum. Payments for travel costs should not be more than about £10 per week. However, the total of the two payments must not exceed the weekly maximums stated above. Payments of travel costs will be paid directly to the Learning Provider, who then arranges payment to the learner.

Retainers can be paid to Childcare Providers for the time between the end of one learning period and the beginning of another (for example during a half term break).

Deposits can be paid up to £250, but will be recovered from the first month's childcare. Registration fees of up to £80, charged by the Childcare Provider, will be funded through the scheme.

Attendance

Payments for childcare will only be made while the learner is still attending their course and where the child is attending the childcare provision. Both the Learning Provider and the Childcare Provider will be required to complete a monthly attendance monitoring form and return this to the LSS.

The attendance monitoring forms will need to confirm that the learner and the child are attending their provision for a reasonable amount of time. In general it would be expected that learners and their children are attending their provision for all the hours stated in their application form, but it is recognised that there will be occasions where it is

not possible for either the learner and/or the child to attend, for example because of illness or family emergency. For this reason there is not a required level of attendance set for this scheme. Providers should use their discretion to assess the number of absences and the reasons for these when deciding whether or not reasonable attendance has been met.

Learning Providers and Childcare Providers must immediately notify the LSS if the parent has stopped attending the course or has removed their child from childcare. The LSS will need this notification in writing either by letter or completion of a CoC form.

Change of circumstances

The learner must notify the LSS immediately if they:

- change their hours of study;
- change their Learning Provider;
- change their Childcare Provider;
- wish to claim for an additional child; and/or
- wish to start a new course of learning.

This will allow the LSS to ensure that payments for the correct number of childcare hours are paid to the correct Childcare Provider.

The Childcare Provider must also notify the LSS immediately if their fees for childcare change part-way through the learner's course.

In order for the Learner or the Childcare Provider to notify the LSS of any of the changes above, they must complete and return a CoC form. Emails or letters will not be accepted for these types of changes.

To request a CoC form please call the LSS Provider helpline on **0845 600 7979**.

Length of entitlement

An NoE covers the whole or remainder of the academic year, enabling the learner to complete and embark on a new course within the same academic year without being required to submit a new full application form.

For courses that start and end within the academic year for which the NoE is valid

If the learner's family situation changes part-way through their course they will keep eligibility for funding until the end of that course. A change in family situation could be the learner increasing their hours of work to 16 or more per week, the learner's partner losing their job, or the child turning 15 part-way through the learner's course.

However, if a learner wants to undertake a further course within the same academic year, and it is not identified on their original application, they will need to submit a CoC form to the LSS so that certain elements of their original application can be reviewed to ensure they are still eligible for the support.

If the learner remains eligible for the scheme, a new payment plan will be issued to the learner, the Childcare Provider and the Learning Provider to cover the duration of the new learning course.

If the learner is no longer eligible, for example because of a change in current working hours, the learner will be issued with a letter informing them of this and will be directed to other forms of support for which they may be eligible.

For courses that span two or more academic years

A new application form must be completed for each academic year, including where the course recorded on the original application spans more than one academic year.

Where the course recorded on the original application spans more than one academic year, the parent will be sent a reminder letter by the LSS to prompt them to complete a new application form.

Links with other support

Receipt of other funding

Learners claiming childcare support from the scheme **may also be eligible for** the Adult Learning Grant (ALG), discretionary Learner Support (19+ hardship) or a Career Development Loan (CDL).

Because Free Childcare for Training and Learning for Work payments are not made directly to the learner, this scheme does not affect any other benefits the learner may currently be receiving, for example it does not affect receipt of Child Benefit or tax credits.

However, the learner must **not** be receiving support from another source (including Jobcentre Plus, the Sixth Form College Childcare scheme and discretionary Learner Support (20+ childcare)) for the childcare hours and transport costs that are funded through this scheme.

Learners could claim their **free early education entitlement** and then claim support from this scheme for **any extra childcare hours** they need in order to undertake their course, but individuals would not be able to claim this support to pay for the childcare hours that are already supported through the free early education entitlement. For example, if a child is already in nursery each morning of the week paid for by the free early education entitlement, but the parent needs two full days a week in college to undertake their course, this parent would be able to claim childcare support from this scheme for the two additional afternoons.

Childcare Providers should only state on the application form the number of childcare hours that are to be paid for by this scheme.

Other forms of financial support for adult learners

Learners claiming childcare support from the scheme may also be eligible for support from one of the following schemes.

Adult Learning Grant

The ALG provides income-assessed support of up to £30 per week during term time for adults who are studying full time for their first full Level 2 or first full Level 3 qualification.

More information about ALG is available at direct.gov.uk/alg.

Discretionary Learner Support (19+ hardship)

The purpose of discretionary Learner Support is to provide exceptional support to learners who are experiencing financial difficulty with meeting the costs associated with learning. For learners aged 19 and over studying in FE providers, discretionary Learner Support (19+ hardship) is available to help pay for books, equipment and transport.

For more information about discretionary Learner Support visit the DirectGov website (direct.gov.uk) and go to Education and learning; Adult learning and skills; Financial help for adult learners; Discretionary Support Funds, or click the link below.

direct.gov.uk/en/EducationAndLearning/AdultLearning/FinancialHelpForAdultLearners/DG_10033131

Career Development Loan

A CDL is a commercial bank loan that is designed to help pay for learning. Learners over the age of 18 can apply for a CDL. The LSC pays the interest on the loan for the duration of the learner's course and for up to one month after it ends. The learner will then repay the loan to the bank at a fixed rate of interest over an agreed period of time.

More information about CDLs is available at direct.gov.uk/cdl.

Other forms of childcare support

Learners who are ineligible for childcare support through this scheme may be eligible to receive childcare support from one of the following childcare schemes.

Care to Learn

Care to Learn (C2L) provides financial support for teenage parents (up to 19 years old) who want to continue in, or return to, learning. It helps with the cost of their childcare and travel.

More information about C2L is available at direct.gov.uk/caretolearn.

Sixth Form College Childcare scheme

The Sixth Form College Childcare scheme provides financial support towards the cost of childcare for parents aged 20 or over who are studying at a school sixth form or sixth form college. Depending on household income, learners could get help worth up to £160 per child per week for the academic year 2008/09 (or up to £175 in London).

For more information visit the DirectGov website (direct.gov.uk) and go to Education and learning; Adult learning and skills; Financial help for adult learners; Help with childcare costs; Sixth Form College Childcare scheme, or click the link below.

direct.gov.uk/en/EducationAndLearning/AdultLearning/FinancialHelpForAdultLearners/DG_067471

Discretionary Learner Support (20+ childcare)

The purpose of discretionary Learner Support is to provide exceptional support to learners who are experiencing financial difficulty with meeting the costs associated with learning. For learners aged 20 and over studying in FE providers, discretionary Learner Support is available to help with the costs of childcare.

For more information about discretionary Learner Support visit the DirectGov website (direct.gov.uk) and go to Education and learning; Adult learning and skills; Financial help for adult learners; Discretionary Support Funds, or click the link below.

direct.gov.uk/en/EducationAndLearning/AdultLearning/FinancialHelpForAdultLearners/DG_10033131

Jobcentre Plus childcare support

Jobcentre Plus customers may receive assistance with childcare costs if childcaring responsibilities are a barrier preventing them from entering work or training.

Jobcentre Plus aim to help parents via New Deal to balance childcare needs when undertaking approved training. In addition, they also help those participants on New Deal for Lone Parents (NDLP) and New Deal for Partners (NDP) benefit with childcare help when starting work for less than 16 hours per week and in the week before starting work.

Please access direct.gov.uk or contact your local Jobcentre Plus for more information on help with childcare costs.

Roles and responsibilities

The learner

The learner must:

- complete the learner's section on the application form, ensuring that all required evidence of household income for the previous tax year is included;
- secure a childcare place at an approved Childcare Provider (support to do this should be available from the learner's local Family Information Service); and
- notify the LSS if they change their course, hours of study, Learning Provider or Childcare Provider.

The Learning Provider

The Learning Provider must:

- verify the learner's eligibility to receive support from this scheme by checking the child's birth certificate – a copy should be retained for audit purposes;
- complete the Learning Provider section on the application form in accordance with this guidance and confirm that the learner is undertaking a course that is part of a progression route into sustainable employment;
- ensure that any costs claimed by the learner for travel between home and the Childcare Provider are reasonable;
- reimburse travel payments to the learner;
- complete and return monthly attendance monitoring forms; and
- notify the LSS if the learner ceases to attend.

The Childcare Provider

The Childcare Provider must:

- complete the Childcare Provider section on the application form including their Ofsted registration details and provide a copy of their Ofsted certificate;
- complete and return monthly monitoring forms to the LSS to confirm that the child is still attending childcare; and
- notify the Learning Provider and the LSS if the child stops attending the childcare provision.

The Learner Support Service

The LSS will:

- assess the application for this scheme, including assessing the income evidence;
- provide notification to applicants of a decision about eligibility within three weeks – eligible applicants will be sent an NoE, ineligible applicants will be sent a refusal letter that states the reason why they are ineligible;
- issue a payment plan to the learner, the Learning Provider and the Childcare Provider confirming how much will be paid over what period of time;
- provide a telephone helpline service to learners and Learning Providers;
- make payments direct to Childcare Providers in advance by BACS payment;
- pay the learner's travel costs to the Learning Provider who will reimburse the learner; and
- review changes in learner's circumstances should the need arise.

Jobcentre Plus/DWP

Jobcentre Plus/DWP staff will:

- provide information about the scheme to potential learners;
- signpost potential learners to other sources of information regarding course choices and childcare provision; and
- in cases where the learner and/or their partner were in receipt of benefits during the previous tax year, be required to arrange completion of Part C of the application form to confirm details of the benefits received.

The IAG adviser

IAG advisers working in a variety of settings, including student services within colleges, Family Information Services, children's centres etc, will need to be aware of this scheme. The specific role of each IAG adviser will differ slightly depending on the setting they work in but in general we would expect the IAG advisers will carry out all or some of the following:

- providing basic information about the scheme to potential learners;
- supporting the potential learner to find a course and a Childcare Provider, signposting them to other sources of information where appropriate;
- supporting the potential learner to complete their application form to apply for this scheme;
- providing continued support once the learner has started their course to review whether the course and childcare provision are suitable for the learner; and
- where appropriate, working in partnership with other stakeholders to agree a suitable course of learning that is part of a progression route to sustainable employment, for each applicant.

Specific documents have been developed for different advisers to outline in detail their specific roles and responsibilities. These are available on the scheme website, in the 'Resources to help you' section at lsc.gov.uk/providers/moneytolearn/childcaretraininglearning/.

Marketing and support materials

The following marketing and support materials are available for Free Childcare for Training and Learning for Work in 2009/10.

- **Leaflet** aimed at the learner and their partner to give basic messages about the scheme and where they can find out if they are eligible for support (ref. LSC-P-NAT-090091).
- **Poster** for Learning Providers and Childcare Providers to use to inform parents about the scheme. The poster gives contact details for learners to find out if they are eligible for support (ref. LSC-P-NAT-090090).

Printed copies of all materials can be ordered by contacting LSC Publications as follows. Please quote the relevant publication reference number when ordering.

LSC Publications
PO Box 5050
Sherwood Park
Annesley
Nottingham NG15 0DJ

Tel: **0845 602 2260**
Fax: **0845 603 3360**
Minicom: **0845 605 5560**
Email: lsc@prolog.uk.com

Audit requirements

Details of audit arrangements will be published shortly.

Sources of further information

- Provider and partner-facing website:
lsc.gov.uk/providers/moneytolearn/childcaretraininglearning
- Learner-facing website:
direct.gov.uk/freechildcareforlearning
- LSS Provider helpline: **0845 600 7979**
- LSS learner helpline: **0800 121 8989**
- Queries can be emailed to
freechildcare-adults@lsclearnersupport.co.uk

Glossary

ALG	Adult Learning Grant
C2L	Care to Learn
CDL	Career Development Loan
CoC	Change of Circumstances form
EEA	European Economic Area
ESF	European Social Fund
EU	European Union
FE	Further Education
IAG	information, advice and guidance
LSC	Learning and Skills Council
LSS	Learner Support Service
NoE	Notice of Entitlement
TCAN	Tax Credit Award Notice

