The Role of the Student Services Advisor

Learners eligible for Free Childcare for Training and Learning for Work are likely to need considerable support to:
- make decisions about their future;
- consider their childcare options; and
- gain the confidence to complete an application form

We want to ensure that learners can access help throughout their interaction with the scheme; from finding out if they are eligible to making an application. The LSC will provide information for learners via a helpline and on the internet. However, the student service advisors will play a key role in raising awareness of the scheme and supporting learners through the application process.

The following diagram shows the typical ‘journey’ a learner might go through when applying for the scheme and the support student service advisors could provide along this journey.

1. **Aware**
   - Provide advice and guidance on the benefits of entering learning that will be an important part of a progression route into sustainable employment.
   - Understand eligibility criteria and policy context of the new scheme.
   - Identify individuals whose situations may ‘fit’ the eligibility criteria for the new scheme and provide the individual with information about the scheme.
   - Understand the positioning of this new scheme in the Learner Support Programme and the relationship of the scheme to the other forms of financial support within the programme.

2. **Apply for Course**
   - Provide advice on career progression and aspirations of the individual.
   - Assist the individual to choose and enrol on a suitable course.
   - Assist the individual to access other financial support where appropriate, eg ALG, Hardship etc.

3. **Apply for Scheme**
   - Assist individuals in completing an application for the scheme.
   - Assist the individual to secure a childcare place at an appropriate childcare provider.

4. **Assess**

5. **Start Date**

6. **Attend**

7. **Pay**

8. **Ongoing Delivery**
   - Provide advice and support to individuals during and after learning.