The Role of the nextstep 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 nextstep 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 nextstep 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.
- Assist the individual in taking into account their situation and providing advice on how to manage any complexities.

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, e.g. 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 or signpost the individual to an alternative source of support to choose 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.

Diagram:
- Aware
- Apply for Course
- Apply for Scheme
- Assess
- Start Date
- Attend
- Pay
- Ongoing Delivery