Learner Support Programme

Care to Learn (C2L) Guidance 2008/09

June 2008

Of interest to stakeholders involved in the delivery of Care to Learn
Further information

Further information on the scheme is available from the following sources:

Learning providers can contact the Learner Support Service for advice in administering the scheme on 0845 600 7979.

Learners should be directed to the Learner Helpline on 0800 121 8989.

Alternatively the Learner Support Service can be contacted via e-mail at C2L@capita.co.uk

Learner Support Directorate
Learning and Skills Council
(National Office)

The Straddle
Victoria Quays
Wharf Street
Sheffield
S2 5SY

T: 0845 019 4171
www.lsc.gov.uk
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Introduction

This document contains guidance for providers who are involved in delivering Care to Learn (C2L) in 2008/09.

This guidance is aimed at key stakeholders involved in the delivery of Care to Learn including learning providers, childcare providers, partners delivering information, advice and guidance (IAG), the Learner Support Service (LSS) that provides helpline, assessment and payment services for the scheme, and Learning and Skills Council (LSC) colleagues at an area, regional and national level. This guidance sets out the roles and responsibilities of those involved in the delivery of Care to Learn and how to get the best from it.

Issued by Ian Pursglove
Young People’s Learner Support Director

June 2008
Foreword

This guidance sets out what providers should do to operate the Care to Learn (C2L) scheme for academic year 2008/09 and how to get the best from it. It is not intended to offer definitive advice on every possible situation but it does offer a framework within which providers can make sensible decisions based on C2L policy and provider’s own experience of dealing with learners.

There are also two telephone helplines to provide support to providers, and to young people and their parents or carers. These are:

- Learning provider helpline: 0845 600 7979
- Learner helpline: 0800 121 8989

Key updates for 2008/09

- The learner must self-certify their residency status on the application form
- Residency criteria has been updated for consistency with other young people’s learner support schemes
- The learning provider must verify the date of birth of the learner
The Learner Support Service (LSS)

As many of you are aware, the way in which we administer the nationally delivered elements of the Learner Support Programme (Education Maintenance Allowance (EMA), Adult Learning Grant (ALG), Care to Learn, Dance and Drama Awards, Sixth Form College Childcare Scheme and Residential Support Scheme) is changing. Many of you have been keeping up to date with developments through our e-bulletin http://www.lsc.gov.uk/providers/moneytolearn/lss/ebulletins

What is changing?
The EMASYS system, previously used for EMA, and the EMS system previously used for ALG, will be replaced by the new Learning Provider Portal (LPP) before the end of September.

The LPP will be very similar to the old EMASYS system so existing users will find the appearance and navigation familiar. We are providing training and support materials to help those who are not familiar with EMASYS.

The Learning Provider Portal is web-based and we will send EMASYS users details of their username and password prior to the system being made available.

What help is available to support me?
We are developing a number of resources to help you with using the new system:

Operational Manual – with detailed guidance on using the LPP

Handy Hints – containing hints and tips on using the LPP

Quick Start Guide – a brief overview of how to use the LPP

These will be available later in the summer. Please check the Learner Support Service section of the website http://www.lsc.gov.uk/providers/moneytolearn/lss/ for the most up to date information.

We are also running a series of training seminars across the country to provide an end-to-end walkthrough of the new system. The objectives are:

• To explain the operation of the Learner Portal and the Learning Provider Portal

• To highlight the key differences between EMASYS, ALG system and the Learning Provider Portal

• To reinforce the availability of the new channels for application; i.e. on-line and telephone supported.

If you want to find out more about when and where the events are being held, please go to www.livegroup.co.uk/lssportals

Additional support
The Learner Support Service Provider Helpline number will also be on hand to help with your queries on 0845 600 7979.

A dedicated Field Force is also being developed to provide information, support and advice to learning providers and stakeholders. More information about this is in the May edition of the e-bulletin http://www.lsc.gov.uk/providers/moneytolearn/lss/

Care to Learn administration 2008/09
Care to Learn will be integrated into the LPP later in 2008/09. In the interim period, the C2L scheme will be administered by the Learner Support Service (LSS) in the usual way, using the manual systems set out in this guidance.

This guidance will be updated at that time to advise learning providers and childcare providers of the changes, which will include an on-line attendance monitoring system for learning providers and childcare providers.
Background

Care to Learn is a strand of the LSC’s Learner Support Programme, which exists to remove finance as a barrier to learning for teenage parents.

In 1999 the Government launched the Teenage Pregnancy Strategy which set out a national strategy for England to:

i) halve the rate of conceptions amongst under 18’s;
ii) set a firmly established downward trend in the under 16’s conception rate by 2010; and
iii) minimise social exclusion experienced by teenage parents.

Care to Learn was rolled out nationally in 2003 and is part of the Government’s Teenage Pregnancy Strategy, contributing to the Government’s target to get 60% of teenage parents in education, employment or training by 2010.

Care to Learn enables teenage parents to continue or return to learning after the birth of a child by assisting with the costs of childcare and associated travel (up to £160 per week per child/£175 in London).
Eligibility

Learner
The young parent must be:

- under 20 years of age on the day that learning starts (Care to Learn is payable for the duration of the course);
- the main carer of their child;
- attending any form of publicly funded learning in England; and
- using OFSTED registered childcare.

Residency
From 2008/09 the residency criteria for Care to Learn have been updated to align with other young people’s learner support programmes.

From 2008/09, in order to meet the C2L residency criteria, the young person must either be:

- a person who is settled* in the UK, and been ordinarily resident in the UK for at least the three years prior to the start of the learning programme; or
- a national of any European Union (EU) country (including Gibraltar) or the spouse or civil partner or child of an EU national, and been ordinarily resident in the European Economic Area (EEA) or Switzerland for at least the three years prior to the start of the learning programme; or
- an EEA migrant worker with the right to work in the UK, or the spouse, civil partner or child of an EEA migrant worker; who is ordinarily resident in the UK at the start of the learning programme and has been ordinarily resident in the EEA, or Switzerland, throughout the three year period prior to that; or
- the child of a Swiss national who is ordinarily resident in the UK at the start of the learning programme, and have ordinarily been resident in the EEA or Switzerland for the three years prior to that; or
- the child of 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 the learning programme, and have 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 or child of a refugee, have been granted Humanitarian Protection, or have EU Temporary Protection.

From the 2008/09 Academic Year, Learning Providers will no longer be required to perform a residency check to determine a learner’s eligibility for Learner Support. Instead, learners will self-certify their eligibility when they complete their 2008/09 application form by selecting the appropriate section that describes their circumstances.

Although Learning Providers no longer need to check residency eligibility for Learner Support, this does not remove the need to check a learner’s residency eligibility for entitlement to free education, which should be completed at enrolment. It is important that Providers continue to check a learner’s entitlement to have their education fees paid, because the residency eligibility criteria for free education, and the criteria for Learner Support have some important differences.

Temporary absences
Absences totalling six months are counted as temporary and disregarded for residency eligibility when determining if a learner has been ordinarily resident in the UK/EEA for three years prior to beginning the learning programme.

Absences between six months and three years can be counted a temporary, provided the absence was always intended to be temporary and evidence is available to support this, e.g.

i) Maintaining a home in the UK/EEA that is available for use upon return

* ‘Settled’ means having either indefinite leave to enter or remain (ILE/R) or having the right of abode in the UK.
ii) Evidence that charges were being paid on a property, e.g. Council Tax, Utilities

iii) Evidence of a temporary work contract if the absence was for employment purposes

This list is not exhaustive and no one piece of evidence would necessarily determine that an absence was temporary. This evidence should be supplied with a learner’s application.

**Temporary absences and children of military personnel**

If the young parent has been accompanying a parent or carer on an official overseas posting, then they will be exempt from having to have been ordinarily resident in the UK/EEA for the three years prior to beginning the learning programme however evidence must be supplied to confirm this.

The young parent will **not** be eligible for C2L if any of the following apply:

- he/she is an asylum seeker
- he/she has discretionary leave or exceptional leave to enter or remain

**Course**

There are no requirements around course length, duration or level. A young parent can undertake any form of publicly funded learning. This can include taster courses, non-employed work-based learning, community learning, courses at school, FE and Sixth Form Colleges, and foundation HE courses when followed at an FE institution.

Higher Education is not covered as this has its own form of support. For those studying at HE institutions they can apply for the childcare element of the student maintenance grant.
How to Apply

A Care to Learn application form can be obtained in a variety of ways:

- download a copy from the website www.direct.gov.uk/caretolearn; or
- request a copy by telephoning the Learner Support Service (LSS)
- Provider Helpline - 0845 600 7979
- Learner Helpline - 0800 121 8989
- request a copy by emailing the Learner Support Service (LSS) at c2l@capita.co.uk; or
- the young parent can request a copy from Connexions or from the learning provider.

The application form must be completed and signed by the young parent, the learning provider, and the OFSTED registered childcare provider.

The childcare provider must include a copy of their OFSTED certificate with the application form.

Completed application forms should be returned to:

Learner Support Service
FREEPOST PLUS RRTB-CBRY-HYJY
Darlington
DL1 4WD

The LSS will assess the application for Care to Learn and verify the validity of the childcare provider. The LSS will issue a payment plan (please refer to Annex 1) to the young parent, the childcare provider, and the learning provider to confirm the amount to be paid each week for childcare and the amount to be paid for travel if applicable.

Applications are normally turned around within 3 weeks.

During 2008/09 a system of on-line and telephone applications will become available to complement the paper application routes. Learning Providers will be advised and this Guidance will be updated with information on this when appropriate.
Roles and Responsibilities

**Learning provider**
The learning provider must:

- verify the learner’s eligibility to receive Care to Learn by checking the child’s birth certificate or benefit book – a copy of either should be retained for audit purposes;
- verify the age of the learner;
- complete and sign the learning provider section on the application form to confirm the provider and course details;
- ensure that any costs claimed for travel between home and the childcare provider are reasonable based on their local knowledge;
- ensure that the young parent is not double-claiming for travel costs to their childcare if they are in receipt of any other travel support for learning, e.g. free travel pass, weekly bus pass etc;
- reimburse all due travel payments to the learner in a timely fashion that does not prohibit the young parent from travelling to their childcare provider;
- complete and return monthly attendance monitoring forms;
- notify the Learner Support Service (LSS) immediately if the learner ceases to attend;
- notify the LSS immediately if they discover that the young parent’s childcare provider has been de-registered by OfSTED; and
- if the learning provider is an FE or Sixth Form College they must not use their discretionary 20+ Childcare Support fund or Hardship Fund to support or “top up” young parent learners who are eligible for C2L (see the LSC’s Discretionary Funding Guidance and Requirements 2008/09 Sections 5 and 6).
- notify Connexions if the learner drops out of learning or is at risk of dropping out to ensure that the learner is supported appropriately.

**Childcare provider**
The childcare provider must:

- complete and return monthly monitoring forms to the LSS to confirm that the child is still in receipt of childcare from them;
- notify the Learner Support Service (LSS) immediately if the provision of childcare ceases;
- notify the LSS immediately if they become de-registered by OfSTED;
- confirm that the learner is not receiving funding for this childcare from any other source, e.g. Nursery Education Grant, the childcare element of Working Tax Credits, employed Work-Based Learning status;
- ensure that they are charging the young parent the same rate of fees as those charged to other parents; and
- read and agree to abide by the C2L Code of Practice (a copy of this will be sent to each childcare provider who supports young parents on the C2L programme).

**Learner Support Service**
The Learner Support Service will:

- assess the application for Care to Learn and verify the validity of the childcare provider;
- issue a payment plan (please refer to Annex 1) to the young parent, the childcare provider, and the learning provider to confirm the amounts to be paid each week for childcare and the amount to be paid for travel if applicable;
- make payments to childcare providers direct in advance by BACS payment;
- pay the learner’s travel costs to the learning provider who will reimburse the learner appropriately;
- pay an administration fee to the learning provider of £80 per learner per year for all successful starts on C2L; and
- provide a telephone helpline service to young parents, learning providers, childcare providers and all other stakeholders.
Assessment and Payment Plan

Assessment calculations will be made from the childcare start date to the end date of the childcare. We would not expect the childcare to start more than 5 days before the learning starts nor finish more than 5 days after the learning has ended. This does not prevent the use of retainers between the end of one learning period and the beginning of another (e.g., C2L will be paid during the summer holidays to secure a childcare place if the young parent returns to learning).

Weekly retainers can be paid but within the £160 per week maximum (£175 in London).

C2L will support childcare hours in reasonable excess of learning hours to support the young parent with private study time.
Attendance

Learning Provider’s Attendance Returns
A monthly attendance monitoring form (please refer to Annex 2) will be sent to learning providers on the last Friday of every month in respect of that month’s attendance.

If the learning provider’s attendance returned to the LSC within 3 weeks of being sent out, the LSS will issue a letter to the learning provider requesting the attendance return and warning that otherwise the future of C2L support may be at risk.

If there is no response to these reminders, the learning provider or young parent should be contacted by phone to establish the position.

Learning providers and childcare providers must immediately notify the LSS if the young parent has stopped attending the course or has removed their child from childcare. The learning provider should also notify Connexions in order to ensure that the learner is supported back into learning.

Childcare Provider’s Attendance Returns
A childcare provider’s attendance monitoring form (please refer to Annex 3), including a remittance advice, will be issued every month for the childcare provider to sign to confirm the child is still in attendance and to confirm that the young parent has not given notice to the childcare provider. This will provide the basis for continued payment or notice where applicable.

If the childcare attendance monitoring form is not returned to the LSC within 3 weeks of being sent out, a reminder will be issued warning the childcare provider that the next month’s payment will not be issued unless the monitoring form is returned. Where no return is received after 2 months and the LSS has further pursued the childcare provider, then cases will be referred to the LSC for investigation.

Childcare payments will continue to be made until the young parent reaches the end of their course date, unless the learning provider or childcare provider monitoring return shows that the young parent has ceased to attend the course or to use the childcare before the stated end date.

Where the childcare provider’s monitoring form, or another communication indicates the child has stopped attending, one final payment of childcare may be issued to cover one month’s fees from the date the child stopped attending, to cover the childcare provider’s costs. The young parent and their adviser will receive notification that C2L funding has stopped.

Learning Provider’s Travel Payment Remittance
A learning provider remittance will be issued every time a travel payment has been paid. The learning provider should sign and return this to confirm the young parent is attending and using part of their weekly C2L allowance for travel support. Where these are not returned follow-up action should be taken prior to the next payment. Where no return is received after 2 months and the LSS has further pursued the learning provider, the case should be referred to the LSC for investigation.
Recovery of Overpayments

Where C2L is paid in error following a young parent ceasing learning, recovery action will be taken.

If the LSS becomes aware that C2L payments have been made inaccurately, for example, because of failure to disclose information on the part of the learner, a misrepresentation of data, or processing errors etc they will take recovery action. There is a responsibility on the learner, the learning provider and the child-care provider to notify the LSS of any potential overpayments.

Recovery action will be taken where overpayments of childcare or travel monies are made because of the learning provider, childcare provider or young parent failing to notify the LSS promptly of any changes.
Links with Other Support

- Learners who start a course when aged under 20 will receive C2L support until the end of that particular course. If they plan to go onto a further level or course they then need to seek financial support for childcare from other sources, e.g. if they plan to study at a college they should seek discretionary 20+ childcare support from their college or if at a school sixth form or sixth form college they should seek help from the Sixth Form College Childcare Scheme;

- Learners aged 16 to 18, receiving Care to Learn may also be eligible for the Education Maintenance Allowance where they could receive up to £30 per week;

- Care to Learn applicants who are 19 at the start of their learning may also be eligible for the Adult Learning Grant;

- Benefits such as Income Support are not affected by the receipt of Care to Learn;

- Young parents on a low income may also be eligible for Sure Start Maternity Grant and NHS Healthy Start Vouchers;

- The other parent must NOT be claiming Childcare Tax Credit;

- Young parents on an employed status work based learning programme (such as an Apprenticeship) are not eligible for Care to Learn as they can claim Childcare Tax Credits.
Marketing and Support Materials

The following marketing and support materials are available for Care to Learn in 2008/09. The marketing and support materials change each year and we ask providers to remove old stock and replace with new stock as soon as possible each year. In order to ensure you have the most recent materials, please check the website www.lsc.gov.uk/providers/moneytolearn

- **Leaflet** aimed at the learner and their parents to give basic messages about Care to Learn and where they can find out if they are eligible for support (ref no LSC-P-NAT-080006)

- **Poster** for learning providers and childcare providers to use to inform young parents about Care to Learn. The poster gives contact details for learners to find out if they are eligible for support (ref no LSC-P-NAT-080007)

- **Code of Practice for Childcare Providers** Childcare providers may be turned to by young parents for advice and support about childcare under Care to Learn. This Code of Practice sets out the ways in which they may be able to help (ref no LSC-P-NAT-080008)

- **Financial Help for Young People** A small booklet giving outline information about the financial help available to young people in learning (ref no LSC-P-NAT-070158)

The leaflet and poster can be viewed and downloaded from the LSC website at http://caretolearn.lsc.gov.uk/resource/

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

**Post:** LSC Publications PO BOX 5050 Sherwood Park Annesley Nottingham NG15 0DJ

**Phone:** 0845 602 2260
**Fax:** 0845 603 3360
**Minicom:** 0845 603 3360
**Email:** lsc@prolog.uk.com
Audit Requirements

Details of audit requirements will be published shortly as Annex 4 to this Guidance.
Point to Note

Care to Learn is paid to childcare providers on behalf of young parents, the application is made in the name of the young parent and it is their responsibility to ensure that the childcare provider and learning provider have completed their part of the application process.
Sources of Further Information

Care to Learn website:  
www.direct.gov.uk/caretolearn

Provider Helpline number for queries and application forms:  0845 600 7979

Learner Helpline number:  0800 121 8989

Helpline email address:  c2l@capita.co.uk
## Annex 1: Copy of Payment Plan

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## Payment Schedule

Print Date: 6/30/08

Schedule of payments for:

Parents name:
Course: English, Law, Sociology AS

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<td>1, June, 2009</td>
<td>£ 160.00</td>
<td>Childcare</td>
<td>PLANNED</td>
</tr>
<tr>
<td>8, June, 2009</td>
<td>£ 160.00</td>
<td>Childcare</td>
<td>PLANNED</td>
</tr>
<tr>
<td>15, June, 2009</td>
<td>£ 160.00</td>
<td>Childcare</td>
<td>PLANNED</td>
</tr>
<tr>
<td>22, June, 2009</td>
<td>£ 160.00</td>
<td>Childcare</td>
<td>PLANNED</td>
</tr>
<tr>
<td>29, June, 2009</td>
<td>£ 160.00</td>
<td>Childcare</td>
<td>PLANNED</td>
</tr>
<tr>
<td>6, July, 2009</td>
<td>£ 160.00</td>
<td>Childcare</td>
<td>PLANNED</td>
</tr>
<tr>
<td>13, July, 2009</td>
<td>£ 160.00</td>
<td>Childcare</td>
<td>PLANNED</td>
</tr>
</tbody>
</table>

**Grand Total:** £7,360.00
Learner Attendance Monitoring 2008/2009
Care to Learn

You will recall that as a learning provider supporting young parents on Care to Learn you agreed to confirm monthly attendance returns. This return is seeking confirmation that the following young parents are still engaged in a programme of learning at the end of September 2008 and are eligible for assistance with their childcare and associated travel costs. In this case please show "Y" or "N" if not in learning in Column B.

Where this is not the case please indicate so by entering the last date the learner attended in Column C. We will review the young parent's application and cease funding in due course.

Information in Column A advises if there is a known query about the learners assessment or entitlement or if the learner is already known to have withdrawn from study. An entry "Support Agreed" shows that an assessment has been made and payments have been or will be made.

This form should be completed by an appropriate officer within your establishment that has access to student attendance and performance records.

<table>
<thead>
<tr>
<th>Student's Full Name</th>
<th>Childcare Ref</th>
<th>Date of Birth</th>
<th>Course Name</th>
<th>Column A Application Status</th>
<th>Column B Student is in Learning (Y/N)</th>
<th>Column C Date Learning Ceased</th>
</tr>
</thead>
</table>

Please return the completed form within 2 weeks so that we can issue the next childcare and travel payment, as appropriate

Declaration to be signed by Learning Provider -

I confirm the above attendance monitoring information is correct

Signed: __________________________ Name: __________________________ Position in Organisation: __________________________

Date: __________________________ Telephone Number: __________________________

Please return the completed form to: The Care to Learn, Freepost RRUB-BEXE_TJK, Learner Support Service, Darlington, DL1 4WD or Alternatively you can fax the completed document to: 0161 834 7428. Telephone enquiries to Providers Line: 0845 602 2005. 03/10/2008
Annex 3: Childcare provider remittance/monthly attendance monitoring form

<table>
<thead>
<tr>
<th>Student Name - Childs Name</th>
<th>Date of Birth</th>
<th>Amount</th>
<th>Payment for: (week beginning)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>10.00</td>
<td>05/05/2008</td>
</tr>
<tr>
<td></td>
<td></td>
<td>10.00</td>
<td>12/05/2008</td>
</tr>
<tr>
<td></td>
<td></td>
<td>10.00</td>
<td>19/05/2008</td>
</tr>
<tr>
<td></td>
<td></td>
<td>10.00</td>
<td>26/05/2008</td>
</tr>
<tr>
<td></td>
<td></td>
<td>10.00</td>
<td>02/06/2008</td>
</tr>
<tr>
<td></td>
<td></td>
<td>10.00</td>
<td>09/06/2008</td>
</tr>
<tr>
<td></td>
<td></td>
<td>10.00</td>
<td>16/06/2008</td>
</tr>
<tr>
<td></td>
<td></td>
<td>10.00</td>
<td>23/06/2008</td>
</tr>
<tr>
<td></td>
<td></td>
<td>10.00</td>
<td>30/06/2008</td>
</tr>
</tbody>
</table>

TOTAL 90.00

If any of the learners have left their studies, please show their details below

<table>
<thead>
<tr>
<th>Student Name - Childs Name</th>
<th>Date of Birth</th>
<th>Date you stopped providing childcare</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

BACS payments should reach your bank account within 3 to 5 days.

DECLARATION - to be signed by the childcare provider

I acknowledge receipt of the above payment and certify that I am still providing childcare for the learner(s) on the following page(s)

Signed ___________________________ Date _______________________

Name ___________________________ Contact Tel no _______________________

Job Title ________________________

If you need any help or advice please ring the Care To Learn helpline on 0845 602 2005

Yours sincerely

Care to Learn Childcare Team

On behalf of the Learning and Skills Council
Annex 4: Audit requirements

Details of audit requirements will be published shortly as Annex 4 to this Guidance.