The Learner Journey

1. Aware
2. Apply for Course
3. Apply for Scheme
4. Assess
5. Start date
6. Attend
7. Pay
8. Review & Progression

Learner Support Service
- Processes Application
- Determine Eligibility and Entitlement
- First Payment issued
- Remittance issued (monthly in advance)
- Make payment (monthly in advance)

Childcare Provider
- Confirm Childcare Place
- Complete relevant section of Form & provide BACS details
- Receive Payment Plan to confirm childcare costs
- Remittance returned - child attendance confirmed
- Receives Childcare Payment a month in advance

Learning Provider
- Confirm place on Course
- Sign Learner declaration & provide BACS details
- Receive Payment Plan to confirm travel costs
- Remittance returned - Learner attendance confirmed
- Receives Transport Payment a month in advance

Advisor
- Discuss course options & support available with Learner
- provide any extra support into employment / learning

Learner
- Understands New Scheme
- Apply for Learning Course & identify OFSTED childcare
- Apply for New Scheme
- Receive Notice of Entitlement (NoE) and payment plan
- Start course and use Childcare Provision
- Attends Course and Child Attends Childcare

Make payment (monthly in advance)
Remittance returned - Learner attendance confirmed
Remittance returned - child attendance confirmed
Remittance issued (monthly in advance)
First Payment issued
Determine Eligibility and Entitlement
Complete relevant section of Form & provide BACS details
Processes Application
Learner Support Service
Learner
Childcare Provider
Learning Provider
Advisor

Aware Apply for Course Apply for Scheme Assess Start date Attend Pay Review & Progression