

H5M5 04 (SCDCCLD0328) — Manage a Small-Scale Childcare Business

Overview

This standard is to enable you to engage in the everyday management of provision of childminding and small-scale childcare settings for which you have management responsibilities. It is designed to support and promote children's care, learning, development and safety.

Additional Information

Scope/range related to Performance Criteria

The details in this field are explanatory statements of scope and/or examples of possible contexts in which the NOS may apply; they are not to be regarded as range statements required for achievement of the NOS.

The use of the terms 'child' or 'children' in this standard may refer to your work on an individual or group basis.

NOTE: Where a child or young person finds it difficult or impossible to express their own preferences and make decisions about their life, achievement of this standard may require the involvement of advocates to represent the views and best interests of the child or young person.

Where there are language differences within the work setting, achievement of this standard may require the involvement of interpreters or translation services.

Agreements are what has been agreed with parents about the limits of confidentiality, information which parents agree need to be shared with other professionals in respect of the child's health and wellbeing.

Others are your colleagues and other professionals whose work contributes to the child or young person's wellbeing and who enable you to carry out your role. In this instance, it may also include those to whom there is a legal responsibility to share information.

Other sources. This can be parents' recommendations, previous employers, etc.

Small-scale childcare business. This can be a small home-based childcare business, such as a child-minding or a small community based child minding enterprise.

Supply and demand. The balance between the demand for childcare places and the availability of childcare places in the area. This also takes into consideration economic factors, such as the cost of childminding compared to community day care and the economic choices made by parents.

Types of childcare services can be extended day care, such as over breakfast, after school, pick up from school, drop off at school, etc.

Scope/range related to Knowledge and Understanding

All knowledge statements must be applied in the context of this standard.

The details in this field are explanatory statements of scope and/or examples of possible contexts in which the NOS may apply; they are not to be regarded as range statements required for achievement of the NOS.

Factors that may affect the health, wellbeing and development may include:

family circumstances; folic acid during pregnancy; a healthy diet; positive mental health; physical health; strong social networks; supportive family structure; adverse circumstances or trauma before or during birth; autistic spectrum conditions; discrimination; domestic violence; foetal alcohol syndrome; harm or abuse; injury; learning disability; medical conditions (chronic or acute); physical disability; poverty; profound or complex needs; sensory needs; social deprivation; and substance misuse.

Values

Adherence to codes of practice or conduct where applicable to your role and the principles and values that underpin your work setting, including the rights of children, young people and adults. These include the rights:

- ◆ to be treated as an individual
- ◆ to be treated equally and not be discriminated against
- ◆ to be respected
- ◆ to have privacy
- ◆ to be treated in a dignified way
- ◆ to be protected from danger and harm
- ◆ to be supported and cared for in a way that meets their needs, takes account of their choices and also protects them
- ◆ to communicate using their preferred methods of communication and language
- ◆ to access information about themselves

Performance Criteria — What you do in your job

You must provide evidence to meet all the 39 Performance Criteria for this Unit. The Performance Criteria are grouped under headings to assist you with planning how best to meet these points.

Place the number of the piece of work where this Performance Criteria has been met in the evidence box after each criteria.

Investigate a market for a small childcare business

	Performance Criteria	Evidence Number where this criteria has been met
1	Explore with others the stages required in setting up a small-scale childcare business .	
2	Investigate the demand for childcare within your local area.	
3	Identify the type of childcare service that parents require.	
4	Investigate methods of promoting your business.	
5	Provide recommendations from other sources to support your marketing materials.	
6	Set your fees making sure they are realistic in relation to your costs and fees charged by other providers in your area.	
7	Market your childcare business.	

Establish systems for maintaining your childcare business

8	Ensure that your business is compliant with regulatory requirements.	
9	Answer enquiries for accessing a placement promptly.	
10	Work with families to assess their childcare requirements.	
11	Provide examples of work and information about how you have helped children to learn and develop.	

Establish systems for maintaining your childcare business (cont)

	Performance Criteria	Evidence Number where this criteria has been met
12	Have policies in place which meet required standards.	
13	Establish a system for personal and professional development to ensure that practice is current.	
14	Clarify the type of childcare service required and tasks that are included and not included.	
15	Establish formal contracts for payment of fees for the different types of childcare service including retainer and holiday fees.	
16	Collect fees according to contractual arrangements.	
17	Secure appropriate insurance cover.	
18	Keep records and receipts of income and expenditure.	
19	Carry out risk assessments of the service and premises to comply with safety requirements.	

Collect information

20	Collect from parents the necessary information about the child.	
21	Agree with parents how key information is recorded and stored.	
22	Ensure information is complete and legible.	
23	Establish with parents the situations when information may need to be shared with others .	
24	Establish with parents situations when information may need to be shared with others.	
25	Promptly provide information to others when required.	

Store information

	Performance Criteria	Evidence Number where this criteria has been met
26	Store information securely but in a way which allows it to be quickly retrieved.	
27	Restrict access to information according to agreements and legal requirements.	
28	Promptly provide information to others when required.	

Manage finances and resources associated with the business

29	Set up systems for managing the finances associated with the business.	
30	Have systems in place for employment-related contributions.	
31	Ensure there is a ready supply of resources with which children can play.	
32	Review resources on at regular intervals.	

Evaluate the childcare business

33	Evaluate the success of the business in terms of supply and demand .	
34	Gather feedback from parents on the care of their children.	
35	Evaluate compliance against regulatory requirements.	
36	Update policies where required.	
37	Review fees against market competitors.	
38	Review payment arrangements.	
39	Plan for how the business could be improved.	

Knowledge and Understanding — Why and how you do what you do in your job

You must provide evidence of your knowledge and understanding to meet all the 39 knowledge points for this Unit. The knowledge points are grouped under headings to assist you with planning how best to meet them.

Place the number of the piece of work where each knowledge point has been met in the 'evidence number' box after each point.

Rights

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
1	Legal and work setting requirements on equality, diversity, discrimination and rights.	
2	Your role in promoting children and young people's rights, choices, wellbeing and active participation.	
3	Your duty to report any acts or omissions that could infringe the rights of children and young people.	
4	How to deal with and challenge discrimination.	
5	The rights that children and young people have to make complaints and be supported to do so.	

Your practice

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
6	Legislation, codes of practice, standards, frameworks and guidance relevant to your work, your work setting and the content of this standard.	
7	Your own background, experiences and beliefs that may have an impact on your practice.	
8	Your own roles, responsibilities and accountabilities with their limits and boundaries.	
9	The roles, responsibilities and accountabilities of others with whom you work.	
10	How to access and work to procedures and agreed ways of working.	
11	The meaning of person centred/child centred working and the importance of knowing and respecting each child or young person as an individual.	
12	The prime importance of the interests and wellbeing of children and young people.	
13	Children and young people's cultural and language context.	
14	How to build trust and rapport in a relationship.	
15	How your power and influence as a worker can impact on relationships.	
16	How to work in ways that promote active participation and maintain children and young people's dignity, respect, personal beliefs and preferences.	
17	How to work in partnership with children, young people, key people and others.	
18	How to manage ethical conflicts and dilemmas in your work.	

Your practice (cont)

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
19	How to challenge poor practice.	
20	How and when to seek support in situations beyond your experience and expertise.	

Theory for practice

21	The nature and impact of factors that may affect the health, wellbeing and development of children and young people you care for or support.	
22	Factors that promote positive health and wellbeing of children and young people.	
23	Theories underpinning our understanding of child development and factors that affect it.	
24	Theories about attachment and impact on children and young people.	

Communication

25	The importance of effective communication in the work setting.	
26	Factors that can have a positive or negative effect on communication and language skills and their development in children and young people.	
27	Methods and techniques to promote communication skills which enable children and young people to express their needs, views and preferences.	

Personal and professional development

28	Principles of reflective practice and why it is important.	
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Health and Safety

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
29	Your work setting policies and practices for monitoring and maintaining health, safety and security in the work environment.	
30	Practices for the prevention and control of infection.	

Safeguarding

31	The responsibility that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices.	
32	Indicators of potential or actual harm or abuse.	
33	How and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties.	
34	What to do if you have reported concerns but no action is taken to address them.	

Handling information

35	Legal requirements, policies and procedures for the security and confidentiality of information.	
36	Legal and work setting requirements for recording information and producing reports including the use of electronic communication.	
37	Principles of confidentiality and when to pass on otherwise confidential information.	

Knowledge that is Specific to this NOS

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
38	Legislation and regulatory requirements affecting administration of the small-scale childcare setting.	
39	Marketing techniques for processing and communicating information.	

The candidate and assessor must only sign below when all Performance Criteria and knowledge points have been met.

Unit assessed as being complete

Candidate's name	
Candidate's signature	
Date submitted to Assessor as complete	

Assessor's name	
Assessor's signature	
Date assessed complete	

Internal Verification

To be completed in accordance with centre's internal verifier (IV) strategy.

Evidence for this Unit was sampled on the following date/s	Internal verifier's signature	Internal verifier's name

This Unit has been subject to an admin check in keeping with the centre's IV strategy.

Date of admin check	Internal verifier's signature	Internal verifier's name

Unit completion confirmed

Internal verifier's name	
Internal verifier's signature	
Date completed	