

# 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.

# SCDCCLD0328

## Manage a small-scale childcare business

---

### Performance criteria

#### Investigate a market for a small childcare business

*You must be able to:*

- P1 explore with others the stages required in setting up a **small-scale childcare business**
- P2 investigate the demand for childcare within your local area
- P3 identify the **type of childcare service** that parents require
- P4 investigate methods of promoting your business
- P5 provide recommendations from **other sources** to support your marketing materials
- P6 set your fees making sure they are realistic in relation to your costs and fees charged by other providers in your area
- P7 market your childcare business

#### Establish systems for maintaining your childcare business

*You must be able to:*

- P8 ensure that your business is compliant with regulatory requirements
- P9 answer enquiries for accessing a placement promptly
- P10 work with families to assess their childcare requirements
- P11 provide examples of work and information about how you have helped children to learn and develop
- P12 have policies in place which meet required standards
- P13 establish a system for personal and professional development to ensure that practice is current
- P14 clarify the type of childcare service required and tasks that are included and not included
- P15 establish formal contracts for payment of fees for the different types of childcare service including retainer and holiday fees
- P16 collect fees according to contractual arrangements
- P17 Secure appropriate insurance cover
- P18 Keep records and receipts of income and expenditure
- P19 Carry out risk assessments of the service and premises to comply with safety requirements

#### Collect information

*You must be able to:*

- P20 collect from parents the necessary information about the child
- P21 agree with parents how key information is recorded and stored
- P22 ensure information is complete and legible
- P23 establish with parents the situations when information may need to be shared with **others**
- P24 Establish with parents situations when information may need to be shared with others
- P25 Promptly provide information to others when required

# SCDCCLD0328

## Manage a small-scale childcare business

---

### Store information

*You must be able to:*

- P26 store information securely but in a way which allows it to be quickly retrieved
- P27 restrict access to information according to **agreements** and legal requirements
- P28 promptly provide information to others when required

### Manage finances and resources associated with the business

*You must be able to:*

- P29 set up systems for managing the finances associated with the business
- P30 have systems in place for employment-related contributions
- P31 ensure there is a ready supply of resources with which children can play
- P32 review resources on at regular intervals

### Evaluate the childcare business

*You must be able to:*

- P33 evaluate the success of the business in terms of **supply and demand**
- P34 gather feedback from parents on the care of their children
- P35 evaluate compliance against regulatory requirements
- P36 update policies where required
- P37 review fees against market competitors
- P38 review payment arrangements
- P39 plan for how the business could be improved

# SCDCCLD0328

## Manage a small-scale childcare business

---

### Knowledge and understanding

*You need to know and understand:*

#### Rights

- K1 legal and work setting requirements on equality, diversity, discrimination and rights
- K2 your role in promoting children and young people's rights, choices, wellbeing and active participation
- K3 your duty to report any acts or omissions that could infringe the rights of children and young people
- K4 how to deal with and challenge discrimination
- K5 the rights that key people, children and young people have to make complaints and be supported to do so

*You need to know and understand:*

#### Your practice

- K6 legislation, codes of practice, standards, frameworks and guidance relevant to your work, your work setting and the content of this standard
- K7 how your own background, experiences and beliefs may have an impact on your practice
- K8 your own roles, responsibilities and accountabilities with their limits and boundaries
- K9 the roles, responsibilities and accountabilities of others with whom you work
- K10 how to access and work to procedures and agreed ways of working
- K11 the meaning of person centred/child centred working and the importance of knowing and respecting all children and young people as an individual
- K12 the prime importance of the interests and well-being of children and young people
- K13 children and young people's cultural and language context
- K14 how to build trust and rapport in a relationship
- K15 how your power and influence as a worker can impact on relationships
- K16 how to work in ways that promote active participation and maintain children and young people's dignity, respect, personal beliefs and preferences
- K17 how to work in partnership with children, young people, key people and others
- K18 how to manage ethical conflicts and dilemmas in your work
- K19 how to challenge poor practice
- K20 how and when to seek support in situations beyond your experience

# SCDCCLD0328

## Manage a small-scale childcare business

---

and expertise

### Theory for practice

*You need to know and understand:*

- K21 the nature and impact of **factors that may affect the health, wellbeing and development** of children and young people you care for or support
- K22 factors that promote positive health and wellbeing of children and young people
- K23 theories underpinning our understanding of child development and learning, and factors that affect it
- K24 theories about attachment and impact on children and young people

### Communication

*You need to know and understand:*

- K25 the importance of effective communication in the work setting
- K26 factors that can have a positive or negative effect on communication and language skills and their development in children and young people
- K27 methods and techniques to promote communication skills which enable children and young people to express their needs, views and preferences

### Personal and professional development

*You need to know and understand:*

- K28 principles of reflective practice and why it is important

### Health and Safety

*You need to know and understand:*

- K29 your work setting policies and practices for monitoring and maintaining health, safety and security in the work environment
- K30 practices for the prevention and control of infection

*You need to know and understand:*

### Safeguarding

- K31 the responsibility that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices
- K32 indicators of potential or actual harm or abuse
- K33 how and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties
- K34 what to do if you have reported concerns but no action is taken to address them

# SCDCCLD0328

## Manage a small-scale childcare business

---

*You need to know and understand:*

### Handling information

- K35 legal requirements, policies and procedures for the security and confidentiality of information
- K36 legal and work setting requirements for recording information and producing reports including the use of electronic communication
- K37 principles of confidentiality and when to pass on otherwise confidential information

### Specific to this NOS

*You need to know and understand:*

- K38 legislation and regulatory requirements affecting administration of the small-scale childcare setting
- K39 marketing techniques for processing and communicating information

### 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 well-being

**Others** are your colleagues and other professionals whose work contributes to the child or young person's well-being 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.

# SCDCCLD0328

## Manage a small-scale childcare business

---

### Scope/range relating 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



# SCDCCLD0328

## Manage a small-scale childcare business

---

### 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

# SCDCCLD0328

## Manage a small-scale childcare business

---

**Developed by** Skills for Care & Development

---

**Version number** 1

---

**Date approved** March 2012

---

**Indicative review date** December 2014

---

**Validity** Current

---

**Status** Original

---

**Originating organisation** Skills for Care & Development

---

**Original URN** CCLD 328

---

**Relevant occupations** Childcare and Related Personal Services; Child Development and Well Being; Direct learning support; Education and training; Education Workers; Health, Public Services and Care; Public Service and Other Associate Professionals; Teachers; Working with Young Children

---

**Suite** Children's Care Learning and Development

---

**Key words** manage, childcare, business

---