

PROGRAMMES IMPLEMENTATION PLATFORM (PIP)

‘How To’ Guide for TEC Service Providers Fees List and Service Calendar 2018/19

INTRODUCTION

Fees lists and service calendars are processed online, resulting in an easier and more streamlined experience for service providers. This process will assist service providers by automatically completing the Service Fee Information letter and, in addition, a letter for parents outlining the days the service is closed for that programme. This guide will detail how to complete:

- TEC Fees List
- TEC Calendar
- Printing the Service Fees Information Letter

The guide will also outline what will happen after the service provider submits the fees list and service calendar.

FEES LIST

Service providers are required to develop a fees list for every DCYA Childcare Programme they provide; (ECCE, CCS, CCSP and all strands of TEC.). It is important to capture all the session types that a service provider offers to parents. This fees list will outline what services are provided under TEC, the number of days they are provided, and the full fees charged for that service.

STEP 1

Log into PIP, and from the homepage click on the Programmes tab. Use the filter drop down button to display the 2018/2019 Programme Call year.

The screenshot shows the PIP website interface. At the top, there is a navigation bar with tabs: PIP Home, My Service (09KY0101), Registrations, Programmes, AIM, and Funding. The 'Programmes' tab is selected. On the left, there is a sidebar menu with categories: Libraries, Lists, PIP Resources (FAQs, How To Guides, Information Packs, FPP Templates), PIP Info (PIP Announcements, Useful Contacts, Help & Support), Recycle Bin, and All Site Content. The main content area is titled 'Programmes' and includes a sub-header 'To activate a programme or submit a Fees List or Service Calendar, simply click on the relevant link'. Below this is a filter dropdown menu labeled 'Please use the filter to select year:' with '2018/2019' selected. A red arrow points to the dropdown arrow. The main content area displays a table titled 'Programme Summary' with columns: Programme, Contract Activation, Fees List, Fees List Status, and Service Calendar. The table lists several programmes for 2018, including ECCE 2018, CETS 2018, ASCC 2018, CEC 2018 (AS), CEC 2018 (PS), CCSP 2018, and CCS 2018. Each programme has an 'Activate' link in the Contract Activation column, a 'Fees List' link in the Fees List column, and a 'Service Calendar' link in the Service Calendar column. Below the table is a section titled 'Fees List and Service Calendars' with the message 'There are no items to show in this view.'

- The list of DCYA childcare programmes that the service provider is contracted for in 2018/19 (see screenshot below) are displayed.
- Click on the fees list that the service provider wishes to create/edit for CEC (AS) 2018, CEC (PS) 2018, CETS 2018 or ASCC 2018.
- The fees list for the selected childcare programme will open.

The service provider's information such as name, address and DCYA ref. no. will auto-populate, along with the programme subvention rates for the selected childcare programme.

This screenshot is identical to the one above, showing the PIP website interface with the 'Programmes' tab selected and the filter dropdown set to '2018/2019'. The table lists the same programmes for 2018, including ECCE 2018, CETS 2018, ASCC 2018, CEC 2018 (AS), CEC 2018 (PS), CCSP 2018, and CCS 2018, with links for 'Activate', 'Fees List', and 'Service Calendar'.

The following format is used for all TEC fees lists and calendars CETS, CEC (PS), CEC (AS) and ASCC. (For demonstration purposes; this example shows CETS). Under “Session Description” a brief description of **all** session types offered by the service provider is entered. In the example of CETS a **service provider needs to consider all the different session types that they offer for CETS places and enter all of them on the Fees List, e.g. Full Day Care 8am-6pm –(one session type per line).**

This is a free text box and should describe the session as accurately as possible. A few examples of different session descriptions are:

- Full Day Care 8am-6pm
- Part time 1-6pm
- Top-up-out of school sessions
- Afterschool Half Session 3-4pm
- Afterschool with pick-up

The service provider can ‘add’ a line by clicking the ‘add’ button and the service provider can delete a line by clicking into the text box; this will display a dropdown menu to the left of the box with 3 selection options e.g. in the case of CETS:

- Insert TEC before
- Insert TEC after
- Remove TEC

Please be advised that the order of the session types outlined on the form is how they will appear in the service fees information letter.

Please note: Session types cannot be sorted alphabetically later when printing the service fees information letter.

The next box is ‘Session Type’. This is a drop down menu that will give the service provider various drop down choices depending on the fees list they are completing. Examples of the options given under the CETS fees list are:

- CETS Pre-school Full Time
- CETS Pre-school Part Time a.m.
- CETS Pre-school Part Time p.m.
- CETS School Age (half day)
- CETS School Age (Sessional)
- CETS School Age (Sessional) w/Transport
- Top-up: CETS School Age (Half day)
- Top-up: CETS School Age (sessional)
- Top-up: CETS School Age (Sessional) w/Transport

Here the service provider should link the session type to the session description, e.g. if the service provider offers CETS in the morning, then “CETS Pre-School Part Time a.m.” should be selected, and if the CETS session is held in the afternoon or is a full day session then that relevant option should be selected. Top-ups should be listed as a session type if the service provider offers additional childcare during summer and mid-terms. Please see examples below:

CETS 2018 Fees List

Please include Session Start and End Times in the Description

Session Description	Session Type	# Days	Max Chargeable
Full Day 8 am - 6 pm	CETS Pre-school Full Time	5	€25.00
Full Day 8 am - 6 pm	CETS Pre-school Full Time	3	€15.00
Afterschool 2 pm - 5 pm	CETS School Age (Sessional)	5	€5.00

Add

The next box is '# days' (number of days). This is a drop down menu ranging from 1-5 days. Here the service provider will link the session type with the number of days per week it is offered. Some services will only offer all sessions over 5 days; however, other services may offer sessions over 1-5 days. Please see examples in the screenshot above.

Once the service provider enters their chosen number of days, the system will auto-calculate the 'Max chargeable' rate. This is the max amount that the service provider can charge the parent for that session type (excluding any optional extras, if applicable).

Please be advised that in the example above, if a parent is availing of an afterschool session throughout the academic year, they are charged a max of €5 for 5 days. However, if they are then availing of additional hours during the school holidays (Top-up session) then the parents' fees will increase from €5 to €25 for that period (€5 afterschool + €20 Top up (out of school) = €25). This should be ticked on the service fees information letter and it should be explained to parents that their fees will increase during out of school periods.

STEP 4

Deposits, Discounts and Optional Extras (if relevant to TEC strand)

Please note that if a service provider does not offer any discounts or optional extras this section should still be completed. Under each option (Discount and Optional Extra) the following text must be entered by the service provider: 'We do not offer any discounts or optional extras.' This text will then be populated into the service fees information letter.

If the service provider does offer deposits, discounts or optional extras, this is where they must be documented. Only one discount or optional extra per line is entered; lines can be added or deleted where necessary.

Under 'Description,' a brief description of what the service provider is offering is entered. This is a free text box and this detail will be seen by the parent via their service fees information letter. Therefore the **service provider must describe what optional extra/s and discounts are offered, how much they will cost, and how frequently they will occur.** If the exact cost of a discount or optional extra is unknown at the time of submitting the fees list, then an approximate amount must be entered together with a note – (see some examples of Deposits, Discounts and Optional Extras below).

Deposits Discounts and Optional Extras

Type	Description
Optional extras	Collection from school €5 per week
Optional extras	Once off trip to the Zoo €50 (approx). This will be confirmed at least 1 month in advance
Deposit	€20 on enrolment
Discount	€20 deduction per week off full fee for siblings
<input type="button" value="Add"/>	

STEP 5

EFFECTIVE DATE

The fees list takes effect from the start date of the service calendar for 2018/2019. Please note that if the service provider edits the fees list to add an additional session type or optional extra throughout the year, the effective date selected must be two weeks after the service provider submits it for approval and has informed the parents. The only exception to 2 weeks' notice rule is if the CCC informs the service that their Fees List is incorrect.

The form can be saved as a draft provided all mandatory fields are completed. . Once the service provider has submitted the fees list, its status will automatically be displayed as **“Registered”**. Where a CCC has queried a fees list the status will display as **“Queried”** until the query is resolved by the service provider and the fees list is resubmitted through the PIP Portal.

SERVICE CALENDAR

A service calendar is required for each DCYA childcare programme that the service provider participates in e.g. ECCE, CCS, CCSP, and TEC (TEC schemes to include separate service calendars for CETS, CEC (PS), CEC (AS) and ASCC) service calendar. The service calendar requires a service provider to mark all the days where the service will be **‘closed’**. Where a service is closed for 3 days or more within a week, the week will automatically be deemed as a non-payment week.

STEP 1

Log into PIP and from the homepage click on the programmes tab.

Here the service provider will see all the DCYA childcare programmes for which the service provider is contracted in 2018/2019.

PIP Home My Service (09KY0101) Registrations **Programmes** AIM Funding

Programmes

To activate a programme or submit a Fees List or Service Calendar, simply click on the relevant link

Please use the filter to select year: 2018/2019

Programme Summary

Programme	Contract Activation	Fees List	Fees List Status	Service Calendar
2018				
ECCE 2018	Activate	Fees List		Service Calendar
CETS 2018	Activate	Fees List		Service Calendar
ASCC 2018	Activate	Fees List		Service Calendar
CEC 2018 (AS)	Activate	Fees List		Service Calendar
CEC 2018 (PS)	Activate	Fees List		Service Calendar
CCSP 2018	Activate	Fees List		Service Calendar
CCS 2018	Activate	Fees List		Service Calendar

Fees List and Service Calendars

There are no items to show in this view.

STEP 2

The service provider clicks on the calendar they wish to create/edit for CETS, CEC (PS), CEC (AS) or ASCC. The calendar for that programme will be opened. The service provider's information such as, name, address and DCYA ref no. will be auto-populated into the form. Bank holidays are auto populated as closed days on the TEC service calendar.

PIP Home My Service (09KY0101) Registrations **Programmes** AIM Funding

Programmes

To activate a programme or submit a Fees List or Service Calendar, simply click on the relevant link

Please use the filter to select year: 2018/2019

Programme Summary

Programme	Contract Activation	Fees List	Fees List Status	Service Calendar
2018				
ECCE 2018	Activate	Fees List		Service Calendar
CETS 2018	Activate	Fees List		Service Calendar
ASCC 2018	Activate	Fees List		Service Calendar
CEC 2018 (AS)	Activate	Fees List		Service Calendar
CEC 2018 (PS)	Activate	Fees List		Service Calendar
CCSP 2018	Activate	Fees List		Service Calendar
CCS 2018	Activate	Fees List		Service Calendar

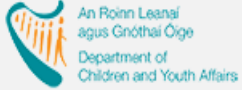

Fees List and Service Calendars

There are no items to show in this view.

STEP 3

The service provider will need to mark in the days/weeks that the service is closed. If the service is closed for more than 3 days in 1 week, this will automatically enter as a non-payment week. If a service is closed for 1 – 2 days in 1 week, this will count as a payable week. The rule is:

- 1-2 days a week closed is equal to a payment week
- 3-5 days a week closed is equal to a non-payment week



* indicate mandatory fields

ASCC 2018 Service Calendar

Service Provider Info

STATUS: Registered

Service Name	Muckross Community Playschool								
Address	Muckross Community Playschool, Muckross Killarney, Co. Kerry								
Programme Call	ASCC 2018								
DCYA Ref	09KY0035								

Month	Week Number	Week Beginning	M	T	W	T	F	Days Open	Non Payable Week
Aug	1	27/08/2018	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5	<input type="checkbox"/>
Sep	2	03/09/2018	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5	<input type="checkbox"/>
Sep	3	10/09/2018	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5	<input type="checkbox"/>
Sep	4	17/09/2018	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5	<input type="checkbox"/>
Sep	5	24/09/2018	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5	<input type="checkbox"/>
Oct	6	01/10/2018	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5	<input type="checkbox"/>
Oct	7	08/10/2018	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	2	<input checked="" type="checkbox"/>
Oct	8	15/10/2018	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	3	<input type="checkbox"/>
Oct	9	22/10/2018	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5	<input type="checkbox"/>
Oct	10	29/10/2018	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	4	<input type="checkbox"/>
Nov	11	05/11/2018	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5	<input type="checkbox"/>
Nov	12	12/11/2018	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5	<input type="checkbox"/>
Nov	13	19/11/2018	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5	<input type="checkbox"/>

STEP 4


When the service provider has entered all the closed days/weeks on the calendar, the following will be calculated:

- Total payable weeks (the amount of weeks that the service is open and offering a CETS, CEC (PS), CEC (AS) and ASCC place for which service provider will be paid)

- Non-payable weeks (amount of weeks that service provider will not be paid for i.e. closed weeks)
- Programme weeks (total payable and non-payable weeks)



It is important to ensure that the number of weeks is correct and the non-payment weeks on the calendar are altered if necessary.

Jul	47	15/07/2019	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5	<input type="checkbox"/>
Jul	48	22/07/2019	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5	<input type="checkbox"/>
Jul	49	29/07/2019	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5	<input type="checkbox"/>
Aug	50	05/08/2019	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	4	<input type="checkbox"/>
Aug	51	12/08/2019	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5	<input type="checkbox"/>
Aug	52	19/08/2019	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5	<input type="checkbox"/>

Days Open
Total Payable Weeks
Non Payable Weeks
Programme Weeks
Effective Date * 

STEP 5

Effective date: this is the date that the service calendar will become effective from, (e.g. the beginning of the programme year). Enter the effective date, press click, and submit. Please be advised that the calendar can be edited during the year but this may affect child registrations e.g. transfers.


Days Open
Total Payable Weeks
Non Payable Weeks
Programme Weeks
Effective Date  * 

PRINTING THE SERVICE FEES INFORMATION LETTER

The service fees information letter (Parents Letter) is automatically generated, and the information regarding the service such as session types, discounts and optional extras entered into the fees list will automatically appear on the service fees information letter. The service provider can find the service fees information letter under the Programmes tab in the 'fees list and service calendars' list (see screenshot below). Here the service provider will see all the fees lists (service fees information letter) and service calendars that have been submitted for each of the programmes.

Programme Summary					
Programme	Contract Activation	Fees List	Fees List Status	Service Calendar	Service Calendar Status
2018					
ASCC 2018	Activate	Fees List	Registered	Service Calendar	Registered
CEC 2018 (PS)	Activate	Fees List		Service Calendar	
CEC 2018 (AS)	Activate	Fees List		Service Calendar	
CETS 2018	Activate	Fees List		Service Calendar	
ECCE 2018	Activate	Fees List		Service Calendar	Registered
CCS 2018	Activate	Fees List	Registered	Service Calendar	Registered
CCSP 2018	Activate	Fees List		Service Calendar	

Fees List and Service Calendars					
Programme	Created By	Type	Status	Last Modified	Effective Date
2018					
ECCE 2018	QA_SystemTestService	Calendar	Registered	07/06/2018	20/08/2018
CCS 2018	QA_SystemTestService	Calendar	Registered	07/06/2018	27/08/2018
CCS 2018	QA_SystemTestService	Fees	Registered	07/06/2018	27/08/2018
ASCC 2018	QA_SystemTestService	Calendar	Registered	07/06/2018	27/08/2018
ASCC 2018	QA_SystemTestService	Fees	Registered	07/06/2018	27/08/2018



Step 1

The service provider must print one letter for each child. The letter should be photocopied when fully completed. The original copy must be kept in the service and a copy given to the parent. Once the service provider completes the child registration on PIP, the service fees information letter can be completed by entering the following details:

- The child's name.
- PIP registration ID.
- Place will commence on dd/mm/yyyy and will end on dd/mm/yyyy.
- Child is registered in this service over an X week period. Tick any deposits and discounts that relate to that child.
- Under fees list, tick if the service charges on a weekly or monthly basis, as per parental arrangement.
- Tick the session type that the parent is requesting and enter the weekly/monthly fees including any discounts (if applicable).
- Sign the form and enter the position held (e.g. Manager).

N.B. If the service only entered one full time x 5 day's session and offers this session from 1-5 days -pro-rata, then the service provider should select the 5-day session and -fill in both the fees and the number of days the parent is availing of on the left hand side.

STEP 2

The partly-completed forms are then given to the parent to read and to voluntarily opt into any optional extras if desired. The parent must then initial each page of the letter to ensure that they fully understand each page and then sign the service fees information letter. Once the parent has signed the letter, it should be returned to the service provider.

STEP 3

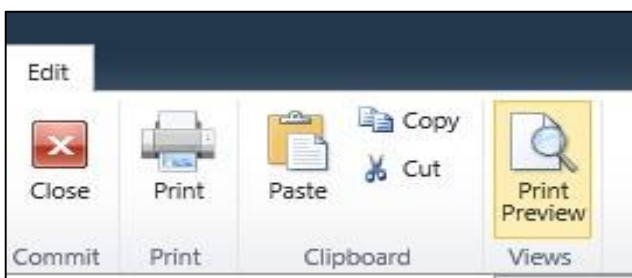
In the letter under the section 'For Providers Use Only', the total parent's fees, (including any optional extras they avail of), must be entered.

STEP 4

When the letter is fully completed, the service provider should **photocopy** the letter give the copy to the parent and keep the original in the service. The service provider must have a completed and signed service fees information letter (Parental Letter) for each child participating in a DCYA Childcare Programme (ECCE, CCS, TEC Etc.) on file for compliance visits. If a child is participating in two programmes, a service fees information letter must be completed for each DCYA childcare programme.

A service calendar letter should also be printed and given to the parent. This will document the days /weeks that service is closed. A service provider calendar can be printed from under 'Fees List and Service Calendars' on the lower part of the screen (see screenshot below). A Service Calendar letter should also be displayed in the service.

A copy of fees list must be printed and displayed in the service. To print the fees list, click directly into each fees list and click print preview (see screenshot below). Exit page by clicking Close button.



WHAT HAPPENS NEXT

As soon as a fees list and a service calendar have been submitted by the service provider, their status will be 'Registered'. The fees list and service calendars may be subject to review/query by the CCC.

There are 2 types of status that service provider may see after submitting a fees list or service calendar:



- Registered (this means the fees list or service calendar has been submitted, however it may be subject to review/query by CCC)
- Query (this requires an action from service provider, if the CCC is reviewing a fees list or service calendar and has a query relating to it, the status will change to 'Queried').

If the service provider does get a query from CCC relating to a fees list or service calendar, the service provider can view this query by clicking into the fees list or service calendar (whichever is queried). (They will see a comment box toward the top of the form where the CCC will have left a comment/query for the service provider to view).

The service provider will then either amend the fees list/calendar or contact the CCC for further clarification. Then, when the service provider has amended the fees list/calendar they must click submit and the CCC will then review it again and either the CCC will approve or revert back to the service provider again.

Please be advised that if the service provider has to amend fees list or calendar it will result in the service provider having to reprint the service fees information letter and getting parents to re-sign the amended letter to keep on file for compliance purposes.

Please Note: For compliance purposes services are required to print and display fees lists and service calendars (See screenshots below)



 

* indicate mandatory fields

CETS 2018 Fees List

Service Provider Info **STATUS: Registered**

Service Name	Happy Hippos Montessori
Address	Street 1, Street 2, Cork
Programme Call	CETS 2018

* indicate mandatory fields

CETS 2018 Service Calendar

Service Provider Info **STATUS: Registered**

Service Name	Happy Hippos Montessori
Address	Street 1, Street 2, Cork
Programme Call	CETS 2018

If the service provider has any doubts regarding completing the fees list or service calendar online, they should contact their local CCC **prior to** submitting their fees lists and/or service calendars.