

# Management Skills for Childcare Providers

Aimed at developing the management skills of owners and managers of childcare businesses.

## Module 1 Introduction and Business Review

The first part of the opening module will provide an introduction to the course content, participants and presenters. It will examine the main issues facing owners and managers of childcare businesses and, based upon the issues raised during this module, the remaining course content will be tailored to meet the needs of the participants. The second part of the opening module is comprised of an exercise sheet containing "12 Questions" on topics relevant to managing a childcare business. This exercise opens discussion among participants and highlights the main issues to be addressed during the remainder of the course.

## Module 2 Business Management & Planning

This will provide a framework for the effective management of a childcare facility through the use of effective management information and business planning. This will include a review of financial systems, viability and costing of childcare services. The participants will be taken through an example of a Business Plan for a childcare facility, including future developments, capital & operating costs, projections, etc.

The second section of the module will introduce the types of funding available to childcare providers under the *Equal Opportunities Childcare Programme (EOCP)*. Participants who have not yet applied for funding under the programme will also be given an opportunity to review the application process.

## Module 3 Bookkeeping and Financial Systems

This module will review the most effective bookkeeping system for childcare businesses. This will include practical exercises on the cheque journal, cashbook, and record keeping systems within a childcare business. The participants will also be introduced to the



principles of financial management, including financial management reports and identifying appropriate sources of finance to meet relevant business costs.

#### Module 4 [PAYE / PRSI, Bank Reconciliation and dealing with the accountant & bank](#)

This first part of this module will include an introduction to PAYE and PRSI. The participants will be taken through a practical exercise, showing the effects of PAYE / PRSI on employees and employers. The exercise will include a review of how to record holiday pay, maternity leave, disability benefit and the introduction of new employees. The participants will also be introduced to the principle of bank reconciliation.

The second part of the module will discuss how owners/ managers should deal with their accountants and banks when running a business, e.g. ensuring that all important information is held within the business and having access to appropriate information to ensure that maximum benefit is derived from the relationship with the accountant and the bank.

#### Module 5 [Marketing](#)

This is a practical section, where participants explore the various methods for marketing their childcare businesses. It focuses particularly on identifying a specific target market, to maximise effectiveness of money spent on marketing, and use of free publicity, e.g. press releases.

#### [Customer Service & Communication](#)

This topic will provide an open discussion on the issue of customer service, including dealing with customers, handling complaints, communicating with customers, etc.



## Module 6 Business Structures

The first section of the module will review the advantages and disadvantages of operating a business as a limited company, sole trader or partnership.

### Taxation

This section will provide the participants with a basic introduction to taxation, including self-assessment, corporation tax, pensions, deductible expenses, etc.

## Module 7 Employment Legislation

This module will describe the legal rights and obligations of employers and employees in Ireland. This will include practical examples of cases involving unfair dismissal, equality, holidays, maternity & parental leave, etc.

### Personnel Management

The second part of the module will introduce the participants to the general principles of personnel management. Practical exercises will be used to examine the issues of job descriptions, recruitment, selection, evaluation, training, conflict resolution, etc.

