



Service Profile Guidance for Early Learning and Childcare Services

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Version 1



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Overview:

The Service Profile captures information relating to the operation of your service in one central location on the Early Years Hive. Currently, it reflects service level information as well as information on Rooms, Session Types and Staff. From the end of April 2024, a new section will be included in the Service Profile relating to Facility information which was previously captured in the Annual Early Years Sector Profile.

The Service Profile can be accessed on the Early Years Hive under My Account. It is available to authenticated (signed-in) users through their Primary Authorised Users (PAUs) and Delegated PAUs. The Service Profile is available all year round and can be updated at any time.

Partner Services in Core Funding are required to maintain the Service Profile on an on-going regular basis. The information contained within the Service Profile is used in the Core Funding Application Module and calculation of Core Funding Grant Values.

Key changes to the Service Profile in 2024:

New Facility Section and Additional Questions

There has been a new section added to the Service Profile to capture and update information in relation to your facility. This section contains new mandatory questions, as well as questions originally included in the Annual Early Years Sector Profile.

Where possible questions in the facility section will pre-populate with information that was captured when a service completed the 2022/2023 Annual Early Years Sector Profile. All other questions will be blank and will be mandatory for services to complete.

For any service that did not complete the 2022/2023 Annual Early Years Sector Profile, all facility questions will be mandatory to complete.

Deputy Manager and Out of Ratio staff type

There have been a few changes to the staff section of the Service Profile. There is now a new option for services to capture the Deputy Manager(s) within their service.

Where a service has previously captured their Deputy Manager(s) under the Out of Ratio staff type option, these will need to be reviewed and created under the new Deputy Manager staff type. Deputy Manager will no longer be in an option under the Out of Ratio staff type going forward. If a Deputy Manager is not in ratio, they should not be assigned to a room in the Core Funding Application.

It is also important that services review their existing staff listed on their Service Profile and where a Deputy Manager is listed currently as an In Ratio staff member, that they change them accordingly to reflect their correct staff type of Deputy Manager where applicable.

Additional changes to the dropdown options under the Out of Ratio staff type have also been made with Owner-Operator/Sole-Trader being removed (this question is now a part of the 'Manager' staff type) and Relief/Cover Staff (Not Assigned to a room), Student Placement/Volunteer being added.

Please note it is the responsibility of the Partner Service to ensure all relevant updates are made and all staff information is accurate and up to date.

What do I need to do if I have an existing Service Profile on Hive:

Migration of information from AEYSP:

- If you have submitted the Annual Early Years Sector Profile (AEYSP) 2022/2023, many questions in the facility section will pre-populate with information that was captured in your AESYP. Please review the information and update as required.
- Additional questions from the AEYSP that have not been pre-populated must be completed as they are mandatory.
- For any service that did not complete their 2022/2023 Annual Early Years Sector Profile, all questions that have been added or migrated will be mandatory to complete. Please note, questions with a yes/no response will default to 'No'. Please review the response and update to 'Yes' if required.

New questions added in the Service Profile:

- New questions have been added to each staff type in the 'Staff' section of the Service Profile. Each staff member record will need to be reviewed and all mandatory questions completed.

Deputy Manager Staff Type:

- Review your 'Out of Ratio' staff member(s) currently added to your Service Profile. If these staff members job titles were previously noted as 'Deputy Manager', the staff record should be deactivated, and a new staff record should be created using the staff type 'Deputy Manager'. Please note a Partner Service can have multiple deputy managers in a service.

- Review your 'In Ratio' staff member(s) currently added to your Service Profile. If these staff members were noted as in ratio staff member but undertake the role of 'Deputy Manager' in the service, the staff type can be amended from 'In Ratio' to 'Deputy Manager'. There is no requirement to deactivate this record to create a new record.
- Review your 'In Ratio' staff member(s) currently added to your Service Profile. If these staff members were noted as in ratio staff member as your service currently has more than one 'Manager' in place in the service, the staff type can be amended from 'In Ratio' to 'Deputy Manager'. There is no requirement to deactivate this record to create a new record. Please note, only one 'Manager' can be included in the Service Profile. Using the staff type of 'Deputy Manager' will allow for another Manager in the service to correctly be captured as managerial staff in the Annual Early Years Sector Profile.
- If an 'In Ratio' staff member(s) is currently included in your Core Funding Application information, amending the Staff Type to 'Deputy Manager' will not require an application change. Please note that 'Deputy Managers' who meet the eligibility criteria will be able to attract Graduate Lead Educator Premium. For further information on the Core Funding application process, please refer to the Core Funding Applicant Guidelines 2023/2024 [here](#).

Change of Out of Ratio Staff Type:

- Review your Out of Ratio staff member(s) currently added to your Service Profile. If these staff members job titles were previously noted as 'Deputy Manager' or 'Owner-Operator / Sole- Trader', the staff record should be deactivated as these options are now noted in the Manager and Deputy Manager staff types. Please note, only one 'Manager' can be included in the Service Profile. Using the staff type of 'Deputy Manager' will allow for another Manager in the service to correctly be captured as managerial staff in the Annual Early Years Sector Profile.
- Where an Out of Ratio staff member was previously listed as Deputy Manager and/or Owner-Operator/Sole-Trader, the 'Job Title' field will now appear blank, and these records should be deactivated in the Service Profile.
- If you have an Out of Ratio staff member(s) in your service in one of the following roles, 'Relief / Cover Staff (not assigned to a room)' and/or 'Student Placement / Volunteer' please create a new staff record following the addition of these job titles.

Please note it is the responsibility of the Partner Service to ensure all relevant updates are made and all information recorded on their Service Profile is accurate and up to date.

How to complete your Service Profile

Service level information:

Questions

- **Operating Weeks Per Year** – This is the number of weeks the service is open and available to children.
- **Operating Hours Per Week** – This is the time the service is open and available to children; it does not include hours where the service is open but not available to children. To calculate your typical weekly operating hours, you will need to firstly calculate your typical daily operating hours and add these together for the number of days your service is open each week.
- **Service Offering** – Select if Term Time Only, Out of Term Only or Both Term/Out of Term is offered. When creating your rooms on the next step there will be an option to input the number of weeks the room is open during Term Time and the number of weeks it is open Out of Term. If a room offers the same care all year round with no distinction between Term and Out of Term, select the Both Term/Out of Term option. Insert the total number of weeks the room is open for Term Time and input “0” for Out of Term.

Validations

- **Mandatory Fields** – All mandatory fields must be completed prior to proceeding next.

Facility information:

Questions

- **What year was this Early Learning and Childcare service established?** Enter a year in the text box in the format yyyy.
- **Please state if your premises is/has:** Select one of the following from the dropdown:
 - Owned
 - Leased
 - Licensing agreement
 - No formal agreement

- **Please state if your premises is located in a:** Select one of the following from the dropdown:
- School
 - Sports facility
 - Parish hall
 - Community facility
 - Private premises - purpose built (attached to family home)
 - Private premises - purpose built (commercial unit)
 - Private premises - converted residential
 - Private premises - converted commercial
 - Employer facilitated premises
 - University
 - Family Resource Centre
 - Family Home (childminding)
 - Other
- **If your ELC or SAC setting is located in a school, or on a school's property, please provide the school roll number: RN _____.** The roll number can be found here: gov.ie - Find a school (www.gov.ie) – If your setting is situated on a school property (for example in prefabricated buildings not attached to the school) or within the school (for example in classrooms or other space that is unused by the school), please provide the school roll number (RN).
- **Is your Early Learning and Childcare service in a Gaeltacht area?** - Select Yes or No.
- **Please select the relevant option from the list below which best describes your setting (Note: An Irish-medium setting is defined here as one where all the interactions with children are in the Irish language)** – Select one of the following from the dropdown:
- A wholly Irish-medium setting
 - A mixed setting where part of the setting is English-medium and part of the setting is Irish-medium
 - An English-medium setting with some use of Irish
 - A wholly English-medium setting

- **What type of staff room is available in the service?** – Select one of the following from the dropdown:
 - Dedicated staff room
 - Multiple use room
 - None
- **Does your facility have a kitchen?** – Select Yes or No.
- **Does this kitchen have facilities to serve hot food?** – If you answered Yes to the previous question 'Does your facility have a kitchen?', select Yes or No.
- **Is access to the outdoor play area:** – Select one of the following from the dropdown:
 - Free-flow (children decide when to use), available to all children at all times
 - Free-flow (children decide when to use), available to all children but during specific times
 - Limited, available to groups of children during specific times
 - Offsite
- **Does your service have a Child Safeguarding Statement on display?** – Select Yes or No.
- **Has your service appointed a Designated Liaison Person (DLP)?** – Select Yes or No.
- **How many staff have a Leadership for Inclusion (LINC) qualification?** – Enter a number in the text box. If none of your staff have a Leadership for Inclusion (LINC) qualification, enter 0 in the text box.
- **How many staff have carried out Equality Diversity and Inclusion (EDI) training in the last 3 years?** – Enter a number in the text box. If none of your staff have carried out Equality Diversity and Inclusion (EDI) training in the last 3 years, enter 0 in the text box.
- **Does the service have an Inclusion Coordinator (INCO)?** – Select Yes or No.
- **Does your service have a Child Protection Policy in place?** – Select Yes or No.
- **When was the Child Protection Policy last reviewed?** – If you answered Yes to the previous question 'Does your service have a Child Protection Policy in place?', enter the date in the text box in the format dd/mm/yyyy or use the calendar date picker by selecting the calendar icon.

- **Please specify how many staff, if any, had received Children First training in the preceding three years.** – Enter a number in the text box. If none of your staff have received Children First training in the preceding three years, enter 0 in the text box.

- **Do staff require further Child Protection training?** – Select Yes or No.

- **What further supports are required in relation to Child Safeguarding?** – If you answered Yes to the previous question ‘Do staff require further Child Protection training?’, select Yes or No for each of the following options:
 - Developing or updating a Child and Welfare Protection Policy
 - Training in Children First
 - Training for the Designated Liaison Person (DLP)
 - Garda Vetting for staff
 - Development for a Code of Behaviour for working with children
 - Other

- **Have you engaged with the National Síolta Aistear Initiative through any of the following? (please answer ‘yes’ to all that apply):** – Select Yes or No. Answer Yes to all that apply:
 - 1. Completed the workshop ‘An introduction to Síolta, Aistear and the Practice Guide’ delivered by either a CCC or Better Start
 - 2. Completed one of the following Síolta Awareness Workshops delivered by the CCC’s:
 - a. Síolta Awareness Raising workshop part 1 (focusing on standards 1, 3, 4, 5, 14)
 - b. Síolta Awareness Raising workshop part 2 (focusing on standards 2, 6, 7, 13, 16))
 - c. Síolta Awareness Raising workshop-management standards (focusing on standards 4, 8, 9, 10, 11, 12, 15)
 - 3. Completed the Aistear and Play CPD programme, delivered by Better Start
 - 4. Self-directed engagement with Síolta and Aistear on:
 - a. Síolta standards to inform self-evaluation and quality improvement
 - b. Aistear framework and guidelines for good practice to inform curriculum implementation
 - 5. Self-directed engagement with the Aistear Síolta Practice Guide on-line resource (www.aistearsiolta.ie)

- 6. Completed the Síolta Quality Assurance Process
 - a. If Yes, please give the year of validation
- 7. My service has not yet engaged with the National Síolta Aistear Initiative
- **Which of the following employment benefits are offered to staff in your service (excluding relief staff or staff on probation) – Select Yes for benefits offered from the following options:**
 - Employer pension contributions
 - Paid sick leave
 - Additional annual leave days (above statutory)
 - Maternity pay (top up)
 - Paternity pay (top up)
 - Health insurance policy
 - Discount on childcare
 - Other benefits

Validations

- **Mandatory Fields** – All mandatory fields must be completed prior to proceeding next.

Room Level:

Questions

- **Room name** – Enter the name of the room.
- **Indoor or Outdoor** – Is the room located indoors or outdoors?
- **Room Size** – To be measured and input in square metres.
To calculate the size of a room in square metres, measure its length and its breadth and multiply them.
- **Room offering** – Select if **Term Time Only**, **Out of Term Only**, or **Both Term/Out of Term**.
 If a room offers Both Term/Out of Term care, there will be an option to input the number of weeks the room is open during Term Time and the number of weeks it is open Out of Term.

If a room offers the same care all year round with no distinction between Term and Out of Term, select the Both Term/Out of Term option. Insert the total number of weeks the room is open for Term Time and input “0” for Out of Term.

- **Operating weeks of Term Time Only service** – This option will appear if ‘Term Time Only’ or ‘Both Term/Out of Term’ is selected in the previous questions. Insert the number of weeks in the programme year the room operates during term time only.
- **Operating weeks of Out of Term Only service** – This option will appear if ‘Out of Term Only’ or ‘Both Term/Out of Term’ is selected in the previous questions. Insert the number of weeks in the programme year the room operates during out of term only.

Validations

- **Mandatory Fields** – All mandatory fields within a room record must be completed prior to proceeding next.
- **Room Offering** – The service offering noted in a room cannot be a greater service offering noted in the service information. E.g. If ‘Term Time Only’ is selected in the service offering on the service information page, only ‘Term Time Only’ can be selected in the rooms. If ‘Both Term/Out of Term’ is selected in the service offering on the service information page, then ‘Term Time Only’, ‘Out of Term’ and ‘Both Term/Out of Term’ can be selected in the rooms.
- **Operating Weeks** – The total operating weeks noted in a room cannot exceed the operating weeks per year noted in the service information.

Session Type:

Questions

- **Name** – Name the session type as something identifiable for ease of reference when inputting into the Application stage.
- **Care type** – Select from Full Time, Part Time AM, Part time PM, ELC Sessional AM, ELC Sessional PM.
SAC only services will only have Part-Time and Full Day options to choose from.
- **Service Offering** – Select if **Term Time Only**, **Out of Term Only**, or **Both Term/ Out of Term**.
- **Days per week** – Select the days the Session Type is available to children.

Monday to Sunday are available as options. Please ensure that the correct days and number of days have been selected. Selecting additional days, that are not applicable, could lead to an overpayment of Core Funding.

- **Start time** – Time the care type starts and is available to children.
Times are displayed in a 24-hour clock format. Please ensure the correct times are listed as selecting incorrect times could lead to an over/under payment.

- **End time** – Time the care type ends.
Times are displayed in a 24-hour clock format. Please ensure the correct times are listed as selecting incorrect times could lead to an over/under payment.

Validations

- **Mandatory Fields** – All mandatory fields within a session type record must be completed prior to proceeding next.

- **Care Type** – The care type selected must align with the upper limit of the total session hours. There is no lower limit.
 - ELC Sessional AM/PM – Total Session Hours cannot be greater than 3.5 hours.

 - Part-Time AM/PM – Total Session Hours cannot be greater than 5 hours.

- **Session Type Offering** – The service offering noted in a session type cannot be a greater service offering noted in the service information. E.g. If 'Out of Term Only' is selected in the service offering on the service information page, only 'Out of Term Only' can be selected in the session types.

- **Days** – If weekend days are selected, a confirmation message will appear on the screen. You can select confirm to proceed or cancel to amend the hours.

- **Total Session Hours** – If the total session hours exceed 12 hours per day, a confirmation message will appear on the screen. You can select confirm to proceed or cancel to amend the hours.

Staff:

Questions

Out of ratio staff:

➤ **Job Title** – Select a role from the dropdown menu:

- Administrator
- AIM Level 7 (assigned to specific children)
- Caretaker / Maintenance / Gardener
- Cleaner
- Driver
- Kitchen Staff
- Non-salaried Director
- Other (when other is selected a free text description box will be provided)
- Relief / Cover Staff (not assigned to a room)
- Salaried Director
- Security
- Student Placement / Volunteer

➤ **Employment scheme / government funded programme (if applicable)** – Select the relevant option from the drop-down:

- Community service options:
 - Not applicable
 - CE - Community Employment
 - CSP - Community Services Programme
 - JI - Job Initiative Scheme
 - JobsPlus
 - Tús
 - YESS - Youth Employment Support Scheme

- Private service options:
 - Not applicable
 - JobsPlus
 - YESS - Youth Employment Support Scheme

In ratio staff/Deputy Manager:

Employed:

- **What type of contract does this staff member have** – Select one of the following dropdown options: 'Permanent' or 'Temporary'.
- **Working Hours Per Week for Deputy Manager** – This question is only applicable to the Deputy Manager staff type. Input hours worked per week.
- **SAC contact staff only** – Select yes if staff member works in contact with School Age Children only.
- **First Name** – Input Staff member's name.
- **Middle Name** – Input Staff member's middle name, if applicable.
- **Last Name** – Input Staff member's last name.
- **Previous name** – Include previous surnames, etc, in this field if the name on the staff member's proof of qualification is different to their current name (it is not necessary to enter anything in this field if the staff member's current name matches the name on their proof of qualification).
- **Employment start date** – Date the staff member commenced employment. Please note, field will only accept a date one week in the future.
- **Employment end date** – This field is only required to be completed when updating the Service Profile because a staff member has left the Service and will not be returning. Please note, this field will only accept a date 12 weeks in the future.
- **Paid non-contact hours** – Applicant must enter number of hours per week for paid non-contact time.
- **Rate of pay per hour** – Input value with decimal places.
If this value changes throughout the programme year, insert the average rate of pay.

- **Graduation Year** – Insert year of graduation. E.g., 1999, 2010.
- **Does this staff member speak Irish in the service?** – Select Yes or No.
- **Employment scheme / government funded programme (if applicable)** – Select the relevant option from the drop-down:
 - Community service options:
 - Not applicable
 - CE - Community Employment
 - CSP - Community Services Programme
 - JI - Job Initiative Scheme
 - JobsPlus
 - Tús
 - YESS - Youth Employment Support Scheme
 - Private service options:
 - Not applicable
 - JobsPlus
 - YESS - Youth Employment Support Scheme
- **Industry Experience** – Number of years and months industry experience.
Please note this field does not auto-update. Partner Service are required to update this field to ensure it is an up-to-date reflection of Industry Experience.
- **Staff Qualification** – Select qualification from the options list. For LOE (Letter of Eligibility) select the 'Other' option. If 'Other' is selected, the pre-populated fields noted below will require a manual input. Please note, if 'yes' is selected for the 'SAC contact staff only' question, the qualification section will be optional.
- **Date Qualification Obtained** – Select from the calendar option.
- **Title/Subject of Award** – This will pre-populate dependant on the qualification type selected from the options list.

- **Training Provider** – This will pre-populate dependant on the qualification type selected from the options list.
- **Awarding Body** – This will pre-populate dependant on the qualification type selected from the options list.
- **Country** – This will pre-populate dependant on the qualification type selected from the options list.
- **QQI Level** – This will pre-populate dependant on the qualification type selected from the options list.
- **Attach proof of qualifications** – proof of qualification is only mandatory for staff with level 7 or above qualifications. Acceptable proof of qualification is a copy of the relevant qualification. The copy must clearly outline the Award Title, Awarding Body, Name of Staff Member, and Date Award is Conferred. In the absence of the above, an exam transcript will be accepted, providing it is for the current Academic year. Additionally, a valid Letter of Eligibility to Practice (LOE) will be accepted.

Vacancy:

- **Description** – This is a free text box.

Only the 'Staff Qualification' and 'QQI Level' require information to be entered.

- **Staff Qualification** – Applicant selects "Other" under staff qualification.
- **QQI Level** – Applicant must then select the QQI box relevant to the vacancy – QQI Level 5, QQI Level 6 or QQI Level 7 Or Above.

Manager:

- **Job Title** – Select one of the following dropdown options: 'Owner-Manager (Owner-Operator / Sole Trader)' or 'Manager Employed by Service'.
- **What type of contract does this manager have** - Select one of the following dropdown options: 'Permanent' or 'Temporary'.
- **First Name** – Input Staff member's name.

- **Middle Name** – Input Staff member's middle name, if applicable.
- **Last Name** – Input Staff member's last name.
- **Previous name** – Include previous surnames, etc, in this field if the name on the staff member's proof of qualification is different to their current name (it is not necessary to enter anything in this field if the staff member's current name matches the name on their proof of qualification).
- **Working Hours Per Week for Manager** – Input hours worked per week.
- **Employment start date** – Date the staff member commenced employment. Please note, field will only accept a date one week in the future.
- **Employment end date** – This field is only required to be completed when updating the Service Profile because a staff member has left the Service and will not be returning. Please note, this field will only accept a date 12 weeks in the future.
- **Paid non-contact hours** – Applicant must enter number of hours per week for paid non-contact time.
- **Rate of pay per hour** – Input value with decimal places.
If this value changes throughout the programme year, insert the average rate of pay.
- **Graduation Year** – Insert year of graduation. E.g., 1999, 2010.
- **Does this staff member speak Irish in the service?** – Select Yes or No.
- **Industry Experience** – Number of years and months industry experience.
Please note this field does not auto-update. Partner Service are required to update this field to ensure it is an up-to-date reflection of Industry Experience.
- **Industry Experience** – Number of years and months industry experience.

Managers have the option to complete information regarding their qualification & experience. Information regarding qualifications is necessary if the Manager wishes to work in ratio in an ELC setting and/or wishes to apply for the Graduate Manager premium.

- **Staff Qualification** – Select qualification from the options list. For LOE (Letter of Eligibility) select the 'Other' option. If 'Other' is selected, the pre-populated fields noted below will require a manual input.
- **Date Qualification Obtained** – Select from the calendar option.
- **Title/Subject of Award** – This will pre-populate dependant on the qualification type selected from the options list.
- **Training Provider** – This will pre-populate dependant on the qualification type selected from the options list.
- **Awarding Body** – This will pre-populate dependant on the qualification type selected from the options list.
- **Country** – This will pre-populate dependant on the qualification type selected from the options list.
- **QZI Level** – This will pre-populate dependant on the qualification type selected from the options list.
- **Attach proof of qualifications** – proof of qualification is only mandatory for staff with level 7 or above qualifications. Acceptable proof of qualification is a copy of the relevant qualification. The copy must clearly outline the Award Title, Awarding Body, Name of Staff Member, and Date Award is Conferred. In the absence of the above, an exam transcript will be accepted, providing it is for the current Academic year. Additionally, a valid Letter of Eligibility to Practice (LOE) will be accepted.

Please note: Only **one** staff record should be created for each member of staff. If a staff member is both the Service Manager and an In Ratio staff member, they should be input as the Service Manager only in the Service Profile. The Service Manager can be assigned to a room within the Core Funding Application Module.

Validations

- **Mandatory Fields** – All mandatory fields within a staff member record must be completed prior to proceeding next.

- **Employment End Date** – If an employment end date is added, a confirmation message will appear on the screen. You can select confirm to proceed or cancel to amend the date if added in error.
- **Rate of Pay Per Hour** – For all staff types excluding 'Manager' with the job title 'Owner-Operator / Sole- Trader', the rate of pay must be greater than '0'.
- **Rate of Pay Per Hour** – When creating a new staff member, if the rate of pay per hour entered is less than the pay noted in the Employment Regulation Order for this staff Type, a confirmation message will appear on the screen. You can select confirm to proceed or cancel to amend the rate of pay. When editing an existing staff member, if the rate of pay per hour entered is less than the pay noted in the Employment Regulation Order for this staff Type, a confirmation message will appear once 'Apply' is selected. You can select 'Confirm' to proceed and submit the staff record or cancel to amend the rate of pay.
- **Qualification Attachment** – If a QQI Level 7 or above qualification is selected, it is mandatory to attach proof of qualification.
- **General Data Protection Regulation (GDPR) Declaration** – When creating a new Service Profile, you are required to review a GDRP declaration and privacy statement, which is available on the Early Years Hive. You must accept this declaration to proceed. When creating a new staff member, a further GDPR confirmation message will appear once create is selected. You are required to review this declaration and can select confirm to proceed and create the staff record or cancel to go back to the staff information.

Please note it is the responsibility of the Partner Service to ensure all information recorded on their Service Profile is accurate and up to date.