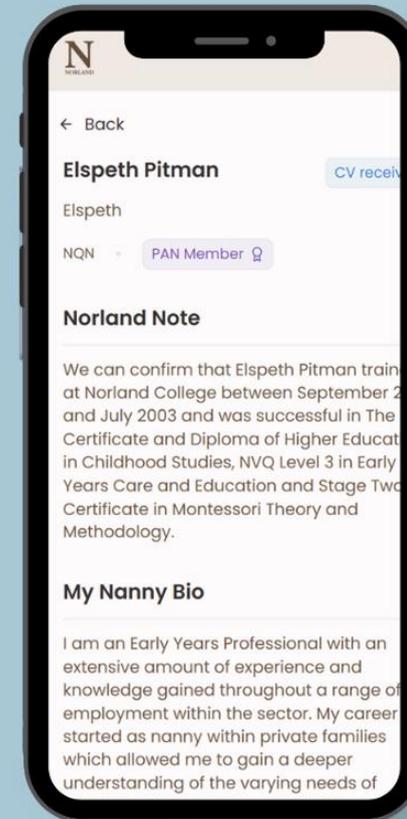


Norland Nanny App

Client Guide



Existing clients

Welcome to the Norland Nanny App which is a web-based application.

If you are an existing client, you can access and manage your personalised profile, review your adverts and recruit a nanny here: client.norland.ac.uk

or on the '[Employ a Nanny](#)' pages of the Norland website.

You will be prompted to enter your email address so that a magic link can be sent to your email - it is important you use the email address you have registered with the Agency to access the portal.

This is a web-based app which can be **bookmarked** or **saved to your phone home screen**.

Please now go to slide 5 for further guidance.

Welcome Back!

Sign in to manage your profile, post new job opportunities, and connect with Norland nannies.

Email

Sign in

We'll email you a secure link to log in instantly - no password required.

By signing in, you confirm that you have read & understood our [privacy & cookie policy](#).

New clients

Welcome to the Norland Nanny App which is a web-based application.

If you're a new client, please start our registration process via the following link where you will be asked to select the nanny type you're searching for: client.norland.ac.uk

or on the '[Employ a Nanny](#)' pages of the Norland website.

You can return at any point to complete your registration using the link.

This is a web-based app which can be **bookmarked** or **saved to your phone home screen**.

When you are ready to return to the Norland Nanny App, you will be prompted to enter your email address so that a magic link can be sent to your email - it is important you use the email address you have registered with the Agency to access the application.

Permanent Nanny

A permanent nanny can work on a live-in (residential) or live-out (daily) basis, providing full or part-time cover.

Temporary Nanny

A temporary nanny provides short term cover, typically ranging from a one-day event up to 13 weeks.

Maternity Practitioner

A maternity practitioner specialises in providing 24-hour newborn baby care, support and guidance.

Newly Qualified Nanny (NQN)

An NQN is a trained nanny seeking a family for their first one-year role as a probationary nanny.

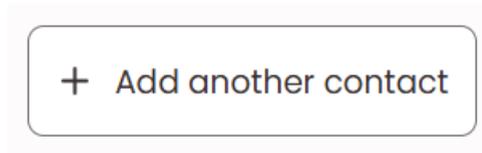
New clients

Once you have received your link to the application, you will be asked to input a few details about your family. **You can return at any point to complete your registration using the link emailed.**

Throughout the registration process, you will be asked to provide your **proof of address** and **proof of child**. You can skip this step during the initial registration process, but we will need to see these documents before advertising your position. You can upload these documents to your client portal after registration under your profile, see how on slides 13 and 14.

When adding details about your child/ren, please include as much information as possible, as this will help us create your advert.

When adding your contact information, the first contact added will be the **primary contact** for the family. You can add a second contact by selecting 'add another contact'.



You will be asked on the **second contact** to select whether you would like them to have access to your Norland client account and to receive notification emails. Please select 'yes' to these two options if you would like someone else to be able to log in to your client account and review your job advert/candidates (in addition to yourself) and receive emails i.e. for interview confirmations.

Once you have submitted your details, the Norland team will review and approve your account. In the meantime, you are able to start building your job listing and entering your job information.

Approved and existing clients

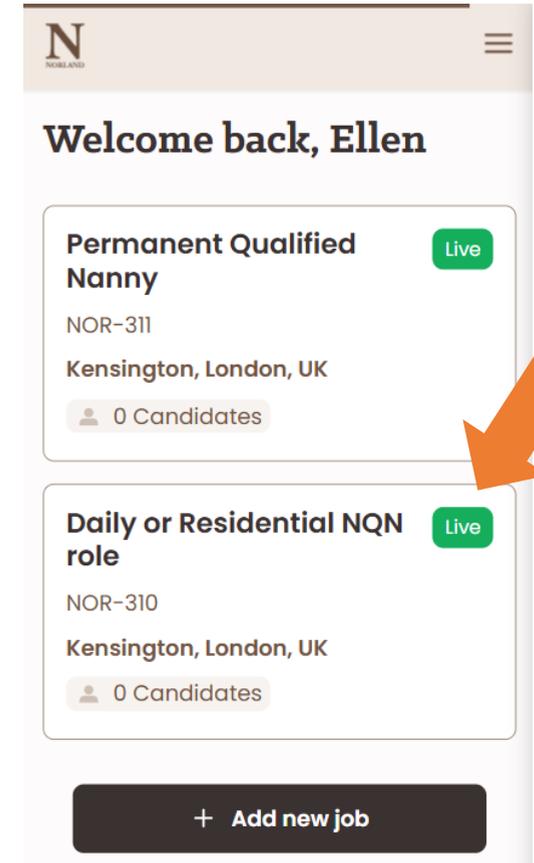
Upon entering your client profile, you will be taken to your homepage. This will show your current and any previous advertisements placed through the Norland Nanny App.

On each live role, you will be able to view your job details, job description (this will be drafted by your consultant and uploaded for your approval), any candidates who have applied for your position and the status of your job.

Your job will first appear in a 'draft' status, until a member of the team has reviewed and approved your vacancy. You may be contacted for more information if required. From your home screen you're also able to **add new roles**.

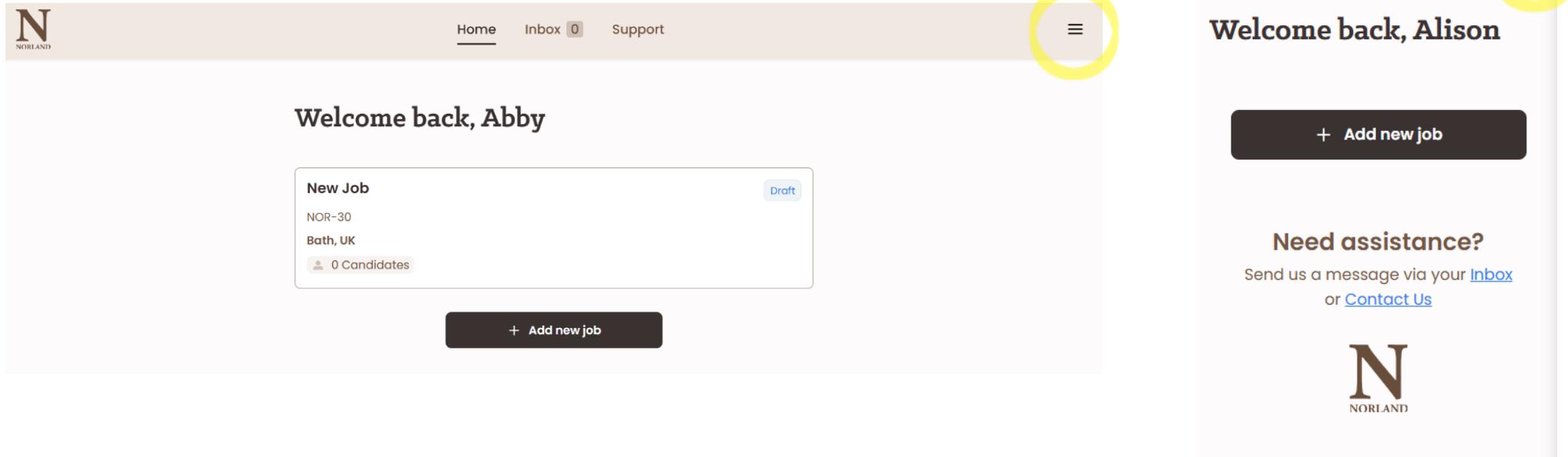
Job status:

- Draft - you have submitted a new vacancy
- Live - your advert has been approved and is being advertised to Norlanders
- Paused - you have temporarily paused your nanny search
- Closed/Archived - you are no longer searching and have closed your nanny advert



Homepage

The following screenshot gives an overview of your homepage.



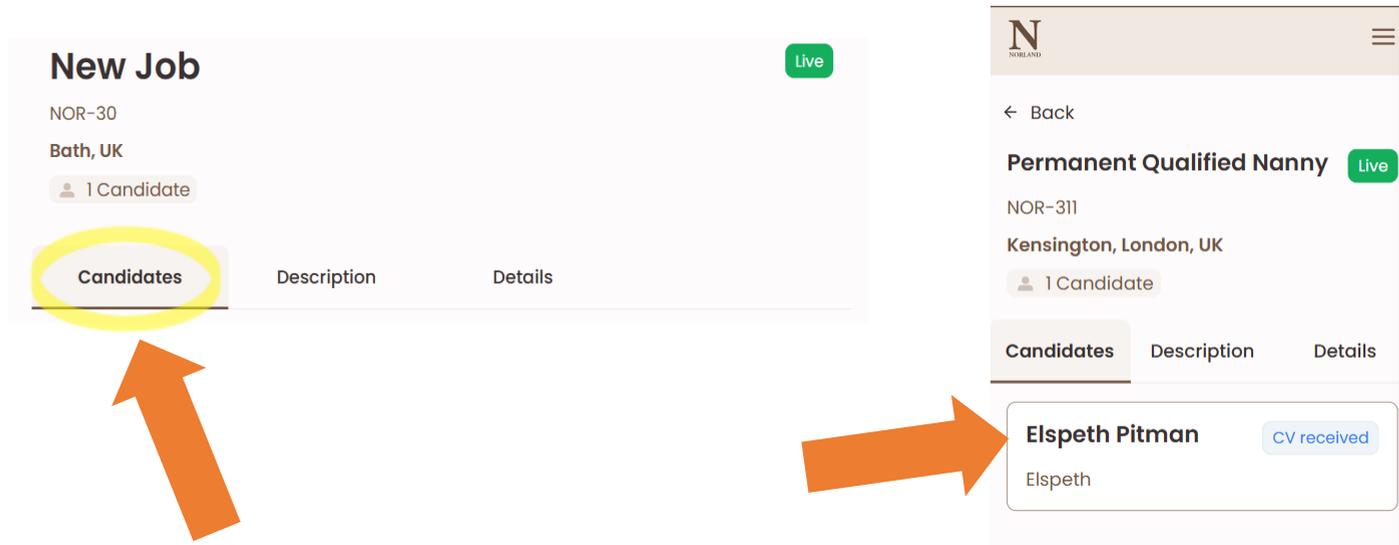
From your homepage you can view your **jobs** and any **candidates** who have applied, **add a new job**, access your **inbox** to message the Norland team, access our **help and support** guidance and **manage your client profile** using the menu at the top right of the screen (highlighted above).

View candidates

You will be **notified via email once a candidate has applied** for your role. You will also be able to see how many nannies have applied for you position on your home screen.

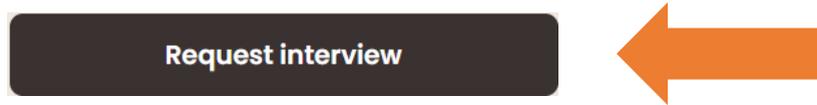


To view candidates, please click the relevant job. Once you open the record, you will have a 'candidates' tab, where you will see a list of applicants. Please select the nanny's name to view their digital CV.



Request an interview

If you would like to **interview a candidate**, please select the **'Request interview'** button at the bottom of the screen. A member of the Norland team will then be in touch to arrange the interview as soon as possible.



This will change the status of the application, so you can easily see where in the recruitment process you are with each candidate.

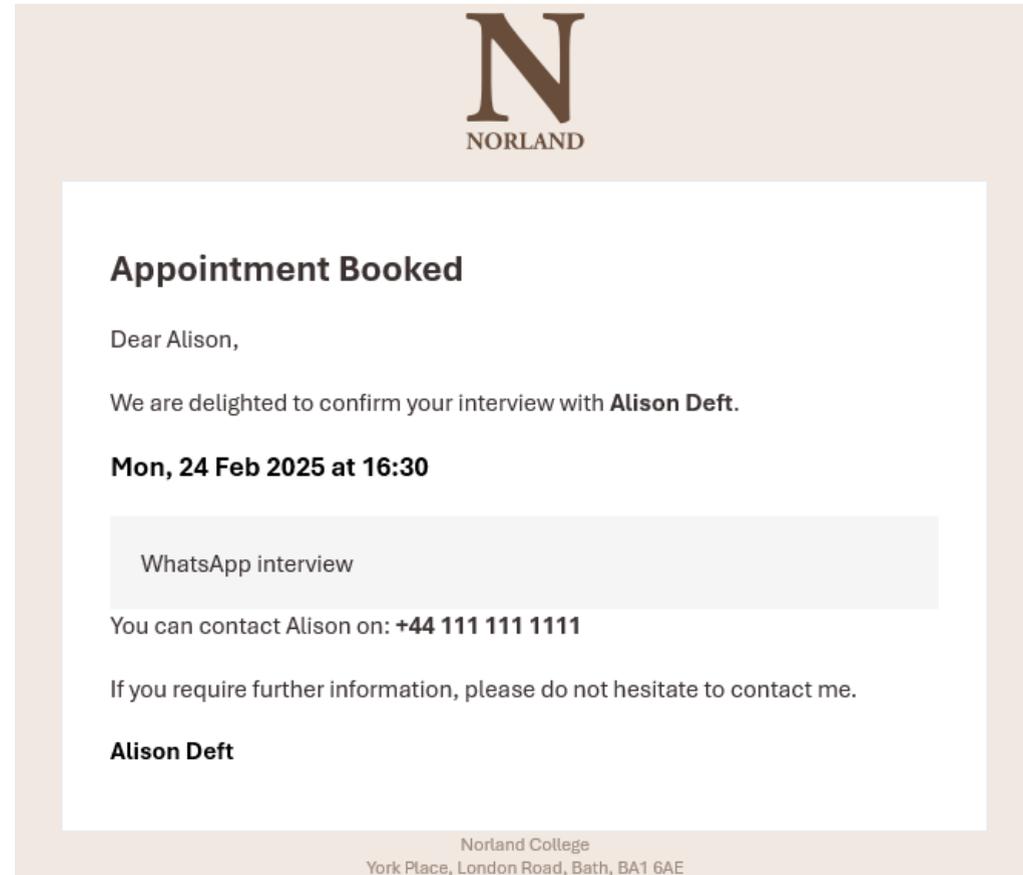
Application statuses include:

- CV sent - you have received a new CV to review
- Interview Request - you would like to interview the nanny
- Interview - an interview has been arranged
- Trial Request - you would like to trial the nanny
- Trial - a trial has been arranged
- Offer Extended - you have made an offer
- Filled - the nanny has accepted your position
- Withdrawn - the nanny has decided to withdraw their application
- Not Selected - the nanny is not the right fit for your family and you do not wish to move forward

Interviews and trials

Once an interview or trial has been arranged, you will be **sent an email confirmation** with the **nanny's name**, **contact details** and the **agreed date/time**. Following your interview, Norland will be in touch to ask for your feedback.

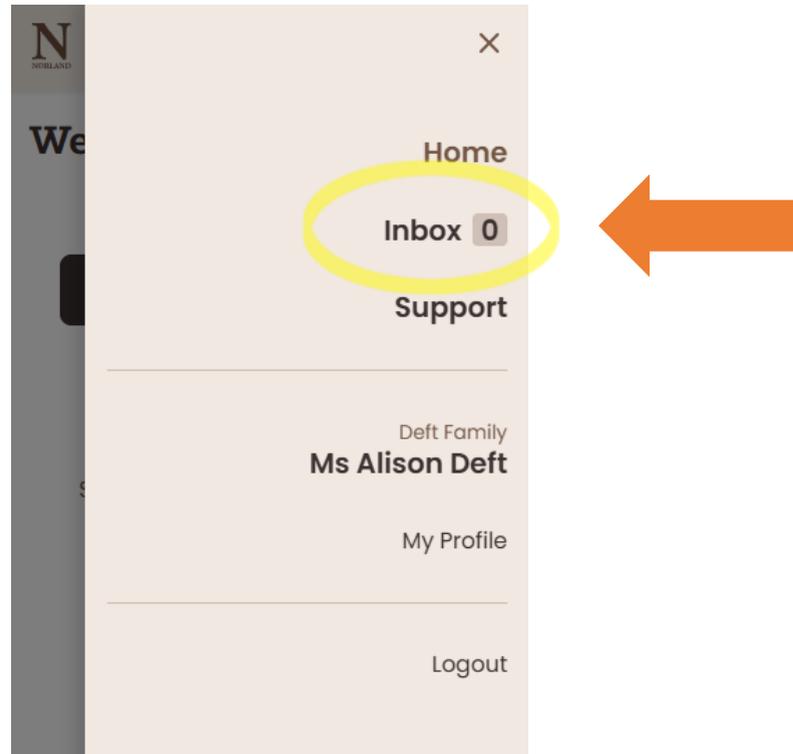
If you would like to move forward to a **trial**, you can either **request this through the application** or **contact the team**.



Inbox

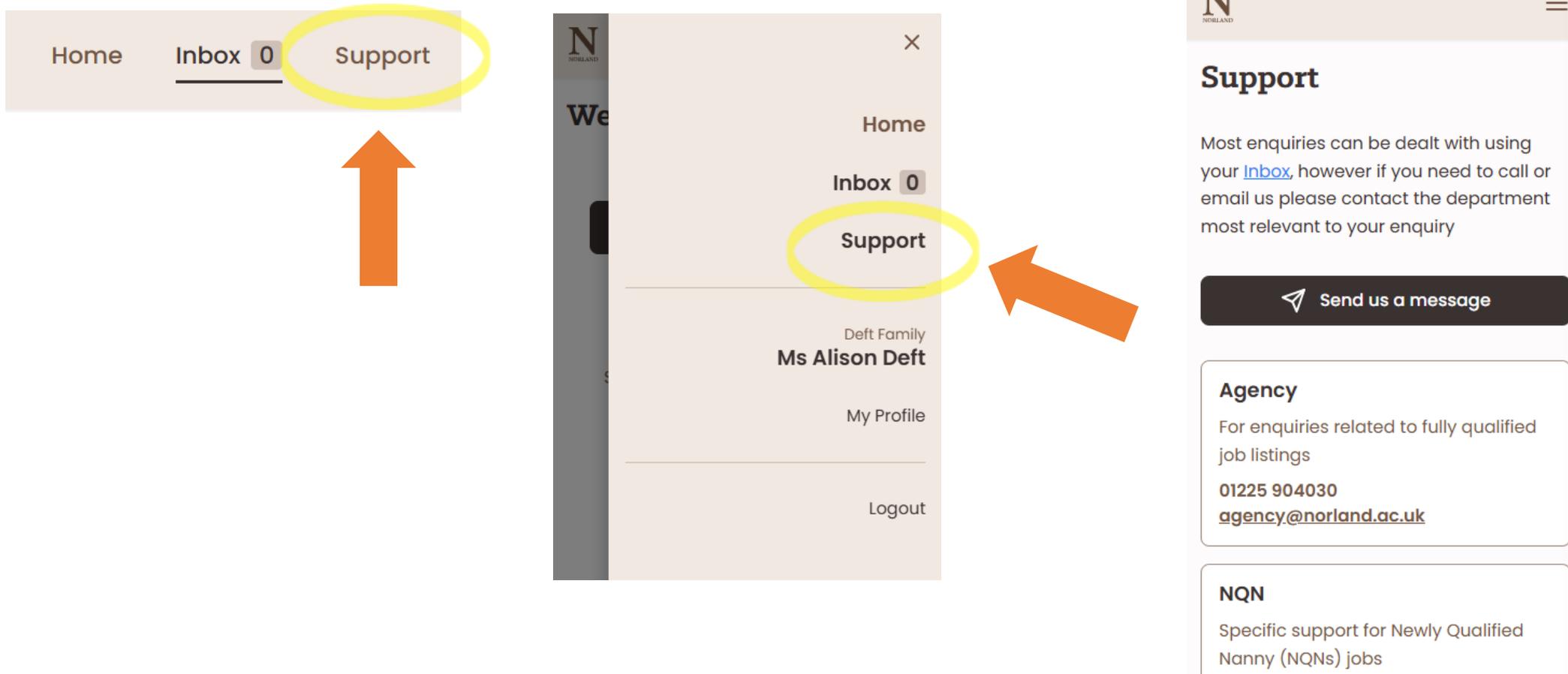
The Norland team will **communicate** with you via **email, phone** and your application **inbox**. The in-app inbox allows the ability to **instant message** the Norland consultant managing your role.

The inbox is monitored during office hours (**9am to 5pm, Monday to Thursday and 9am to 4.30pm Fridays**). You can find the inbox on the top bar of your screen if using a desktop or on the right-hand menu if on a mobile.



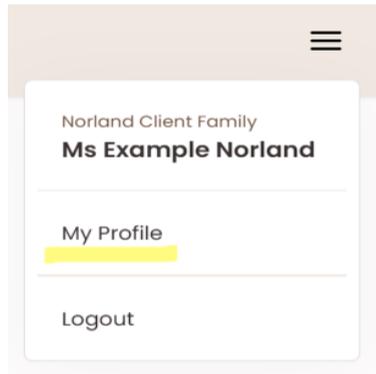
Support

You can find the Norland contact details on the **support tab** in your portal. Please select the appropriate team and someone will come back to you as soon as possible. This can be accessed along the top tab on a desktop or through the right-hand menu on a mobile.

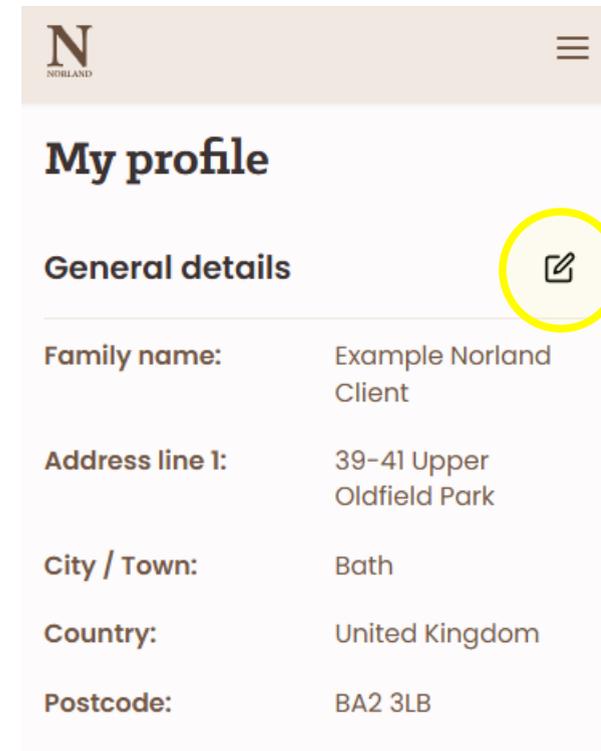


Client profile

You can keep your **family's details** up to date through 'My Profile'. This can be found in the drop-down menu at the top right-hand side of your screen.



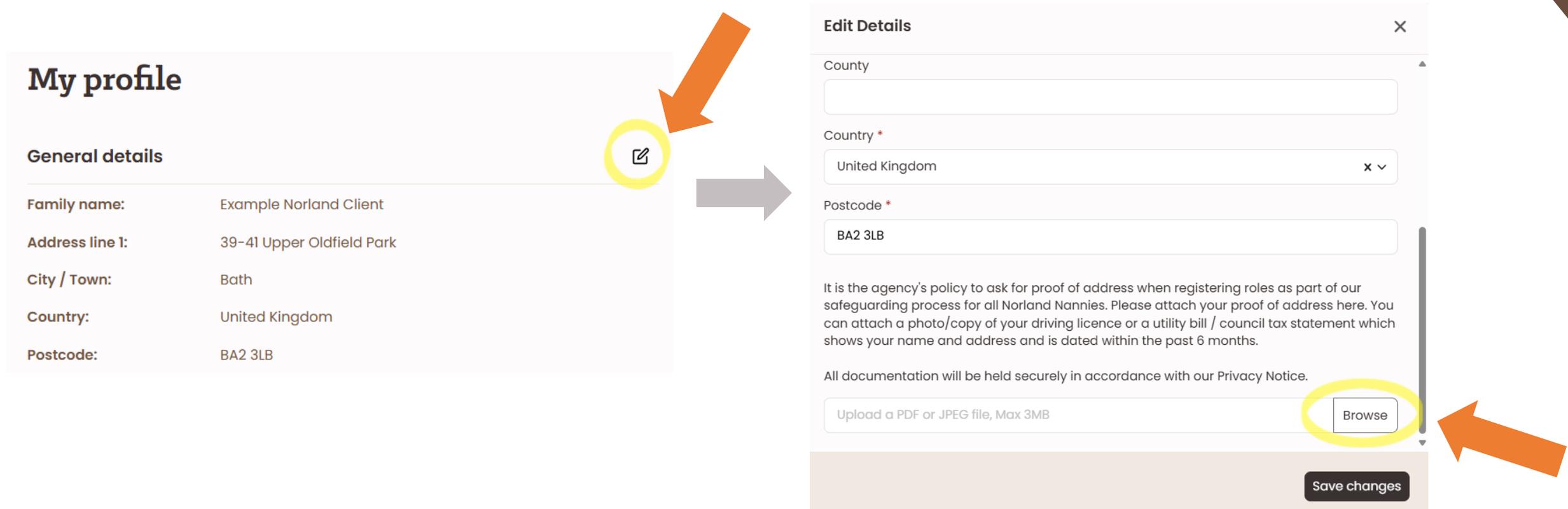
Within your profile, you can update and **edit** your **address**, **contact details**, **child details** and **marketing preferences** using the edit buttons highlight on the right.



Proof of address and proof of child

If you provided your **proof of address** and **proof of child** during your initial registration, these will be stored securely in your client portal. If you **did not provide** these documents during registration, you can **upload these in your profile**. Alternatively, you can email these to the Norland team directly.

Proof of address can be added and updated under My profile > general details.



My profile

General details

Family name:	Example Norland Client
Address line 1:	39-41 Upper Oldfield Park
City / Town:	Bath
Country:	United Kingdom
Postcode:	BA2 3LB

Edit Details

County

Country *

United Kingdom

Postcode *

BA2 3LB

It is the agency's policy to ask for proof of address when registering roles as part of our safeguarding process for all Norland Nannies. Please attach your proof of address here. You can attach a photo/copy of your driving licence or a utility bill / council tax statement which shows your name and address and is dated within the past 6 months.

All documentation will be held securely in accordance with our Privacy Notice.

Upload a PDF or JPEG file, Max 3MB

Browse

Save changes

Proof of address and proof of child

Proof of child can be added or amended under My profile > children. Each document will be held against the individual child.

The screenshot shows a user interface for managing children. On the left, a 'Children' section lists 'Baby Norland' with a due date of 'Due in 2 month'. A yellow circle highlights a plus sign icon next to the 'Children' header, with an orange arrow pointing to the right. A grey arrow points from the 'Children' section to the 'Edit Children' form on the right. The 'Edit Children' form has a close button (X) in the top right corner. It contains a text area with the instruction: 'This should include details such as their likes, routine and hobbies. If the child has not yet been born, please enter n/a.' Below this is a section titled 'Please upload a copy of the child's birth certificate or passport.' followed by a paragraph: 'As part of the agency's safeguarding process, we require copies of the child/ren's birth certificate(s) or passport(s), or a midwife confirmation letter to ensure the family their details are correct. All documentation will be held securely in accordance with our Privacy Notice.' There is a file upload field with the text 'Upload a PDF or JPEG file, Max 3MB' and a 'Browse' button highlighted with a yellow circle and an orange arrow pointing from the right. At the bottom of the form, there is a 'Delete' button highlighted with a yellow circle and an orange arrow pointing from the left, and a 'Save Changes' button on the right.

Once your consultant has verified your proof of child, you are able to **delete** this if you would prefer as shown in the screenshot.

Contact details

If you need any assistance throughout the process, you can contact the relevant team on the details below who will more than happy to help. Alternatively, you can send us a message via your inbox.

Agency

For enquiries related to fully qualified job listings

01225 904030

agency@norland.ac.uk

NQN

Specific support for Newly Qualified Nanny (NQN) jobs

01225 904033

NQN@norland.ac.uk

