



# CODE OF PRACTICE

To be recommended by *The Good Nanny Agency Guide (GNAG)*, nanny agencies must confirm that their operations reach the following child welfare, nanny welfare and professional standards:

## 1. Child Welfare

**a. Qualified Nannies:** *GNAG Recommended Nanny Agencies* only deal with experienced and/or qualified nannies – those with a serious training course qualification and one year of full-time childcare experience or a minimum of two years full-time childcare experience. A recommended nanny agency will ensure that it inspects original copies of all qualifications and certificates and/or run adequate checks with previous employers and colleges. The qualifications that are valid in this scheme:

- Diploma in Childcare & Education (NNEB)
- BTEC in Child Studies/Nursery Nursing
- CACHE Certificate in Childcare & Education
- GNVQ Level 2 or above in Early Years Childcare & Education
- Advanced Diploma in Childcare & Education (equivalent to a Master's Degree)
- Diploma from The Norland Nanny College
- The Princess Christian College
- The Chiltern Nursery Training College
- Montessori Teaching & Childcare Diploma
- Or the equivalent from other countries that have a strong nanny culture such as (Australia, New Zealand, The United States, Canada or France). These courses must cover similar areas of study and last of an equal or comparable duration.

**b. First Aid:** A *GNAG Recommended Nanny Agency* will verify whether or not the nanny candidate has a First Aid qualification. If not, before employment commences, it will provide the nanny and family with all of the relevant information regarding local paediatric first aid courses. (This may be paid for by the nanny, parent or agency).

- c. Suitability of Nannies:** A GNAG Recommended Nanny Agency will only put forward candidates that are suited to the nanny job in question. Suitability is defined in terms of the nanny's personality, qualifications, experience, meeting the needs of the baby/child in question.
- d. Criminal/ C.R.B checks:** A *GNAG Recommended Nanny Agency* guarantees that all nannies placed by the nanny agency will have had an Enhanced Disclosure from Criminal Records Bureau underway before commencement of employment in the nanny job. If a candidate has not lived in the UK for at least 6 months, they must have an up-to-date equivalent check from their country of origin or most recent residence. Once the nanny has been in the UK for 6 months, (s)he is then required to complete and Enhanced Disclosure from the UK Criminal Records Bureau (regardless of already completing one in his/her home country).
- e. Identity Checks:** A *GNAG Recommended Nanny Agency* demands a minimum of two forms of personal identification from nanny job candidates prior to employment – these may include passport, driving licence, birth certificate, utility bills, work permits and visas.
- f. Reference Checks:** *GNAG Recommended Nanny Agencies* must take up at least two references to confirm a candidate's competence, suitability and trustworthiness for a nanny job. Reference checking entails two verbal conversations with referees (even if they have furnished the candidate with a written reference). Verbal reference checks grant parents the privacy to disclose the full details of their experience with the nanny, which a written reference does not. (The point of these conversations is to verify the validity of a nanny's employment, to glean a better sense of his/her disposition and if all checks out, place him/her with a family).

## 2. Professional Standards

- a. Nanny Employment Contracts:** *GNAG Recommended Nanny Agencies* must help, if required, with the provision of a suitable contract of employment for the parents and the nanny.
- b. Insurance:** *GNAG Recommended Nanny Agencies* holds certificates to cover both Public and Employer's liability.

- c. Legal Requirements:** *GNAG Recommended Nanny Agencies* codes of practice should comply with the Employment Agencies Act 1973 and the D.T.I. Conduct of Employment Agencies and Employment Business Regulations 2003.
- d. Interview Policy:** The policy of a *GNAG Recommended Nanny Agency* is to interview nannies for jobs in person prior to putting them forward to parents. If this has not happened, for any reason, the nanny agency will inform the parents accordingly.
- e. Terms & Conditions:** On request, a *GNAG Recommended Nanny Agency* will provide a full written copy of its Terms and Conditions to the parents. Otherwise, the Terms and Conditions should be clearly displayed on the nanny agency's website.

### 3. Nanny Welfare

- a.** *GNAG Recommended Nanny Agencies* are also aware of nanny welfare issues at all times. These include on request: providing information on career development courses; on applying for a National Insurance Number; interview tips; detailed instructions or directions to each interview; and a solid briefing on each position for which the agency sends a nanny to interview.
- b.** *GNAG Recommended Nanny Agencies* only submit nannies for jobs who have adequate experience and qualifications.
- c.** *GNAG Recommended Nanny Agency* will operate an equal opportunities policy and will not discriminate on grounds of race, religion or sex.
- d.** *GNAG Recommended Nanny Agencies* offer, on request, to help with conflict resolution between the parents and the nanny they have placed.