

# Care Hires Marketplace User Guide

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System Version 1.32

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# 1. Prepare for the marketplace

A guide on managing your account for the Care Hires Marketplace.

Want to access more client contracts? Review the following section to understand how to maximise your chances of viewing and receiving new client contracts on the Care Hires Marketplace!

## 1.1 Update your supply locations

Assignments posted will be visible to those agencies who supply within the assignment locations only. To view all potential assignments for your agency, update your staffing locations, staying true to where you have staff readily available.

[Click here for a detailed guide to adding new locations to your account.](#)

## 1.2 Update your staffing overview

It's important we understand the fulfilment potential for your agency, so you can access opportunities that meet your staffing pool and agency charge rates by location. Include the worker skills and the minimum agency charge rate you can accept from a client for this worker type.

[Click here for a detailed guide to updating the staff overview to your account.](#)

## 1.3 Update your User details

Keep up with new assignments, jobs and bookings for your agency. Ensure your team is set up to receive notifications when new clients join! Where you have added new locations, remember to assign the correct locations to the user, as per your company structure.

[Click here for a detailed guide to add or update users on your account](#)

## 1.4 Upload your suitable staff

All assignments will detail the roles, training and skills a client is seeking. To increase your chances of joining the clients PSL, staff must match the client requirements 100%. Update the skills, role and training certificates on your workers profile.

[Click here for a detailed guide to add your workers to your account](#)

## 1.5 Register with Care Academy

Help your agency stand out from the crowd and gain **priority access** to our client's preferred supplier lists - Manage your staff's e-learning via Care Academy.

To assure staff quality and 100% compliance for all workers under their PSL, some clients may request training to be completed via Care Academy as a pre-requisite to join their panel.

Look out for this information on the assignment details.

**Care Assistant** 1 Role Available

Worker Rate : £9.00 - £10.00 / Per Hour

**Location Details**

Care Provider : **Abidin Provider** Site Address : **Flat 13, Portland Place, 5 Calverley Street, Leeds, West Yorkshire**

Site : **Abadeen south** Site Post Code : **ls13da**

**Role Details**

Role Type : **Temporary** Gender : **Male**

Regulatory Setting : **CQC**

Certifications : **Care Certificate** Care Academy Training : **Marked as Mandatory**

Skills : **Dementia** Roles & Responsibilities :

**Rate**

Go Live Date - (Start) : **24-10-2024** Shift Pattern: **Not Sure**  
(End) : **Not Sure**

Expected Hours : **Not Sure** Additional Notes:

Worker Rate : **£9.00 - £10.00** Flat Rate : **No**

**Earning Potential**

Hourly Charge Rate

No of Hours per worker / per week

Available no workers

**Total Earning Potential**

Enter details to calculate Earning Potential

**Get ahead of the curve** and [register today](#), to train and upskill your workers..

With Care Academy providing e-learning courses that are CPD accredited and Skills for Care endorsed, all courses are globally recognised, which means they are accepted by all care providers, both with Care Hires or on your private portfolio.

To support our network of agencies, Care Hires will throw in a **FREE** compliance dashboard, accessible to Care Academy agencies only.

Check out some more information on Care Academy and the compliance dashboard feature by [booking in a call](#), and fast-track your way to a new client contract.

## 2. Update your supply locations

This section will allow you to keep Care Hires informed of your supply locations, therefore allowing you to access the new client assignments within your staffing locations.

Agency Business Locations <span style="float: right;">Add new</span>			
Location name	Location city/ county	Emails	Actions
Lancashire	Lancashire	<a href="#">BE</a> citrusj@mailinator.com <a href="#">JN</a> citrusj@mailinator.com <a href="#">AN</a> citrusj@mailinator.com	<a href="#">✎</a>
Leicester	Leicester	<a href="#">BE</a> citrusj@mailinator.com <a href="#">JN</a> citrusj@mailinator.com <a href="#">AN</a> citrusj@mailinator.com	<a href="#">✎</a>
Bournemouth	Bournemouth, Christchurch and Poole	<a href="#">BE</a> citrusj@mailinator.com <a href="#">JN</a> citrusj@mailinator.com <a href="#">AN</a> citrusa@mailinator.com	<a href="#">✎</a>
Citrus North	Bath and North East Somerset	<a href="#">BE</a> citrusnj@mailinator.com <a href="#">JN</a> citrusnj@mailinator.com <a href="#">AN</a> citrusna@mailinator.com	<a href="#">✎</a>

### 2.1 Adding New Supply Locations

To add new locations, please begin by selecting Add new. This will show the following form:

Agency Business Locations ^

Fill in all required (\*) fields

<b>Business Location</b>	<b>Business Email Address</b>
<input type="text" value="Leicester"/>	<input type="text" value="examplemail@mailinator.com"/>
<b>City/County</b>	
<input type="text" value="Leicester"/>	

**Configure Notifications**

Please note that the email address that you configure here will be the email that we use to send notifications about approvals and job updates. Add a group email addresses if you want to send notifications to multiple staff members.

<b>Job Notification Address</b>	<b>Approval Notification Address</b>
<input type="text" value="examplemail@mailinator.com"/>	<input type="text" value="examplemail@mailinator.com"/>

This will be used to send you notifications about the status changes of jobs. We recommend that you create an email group under your organization email suite and add email address of the team/shift managers who manages staff. This will send them the staff allocation changes notifications, cancellations, time changes etc.

Please note that the email address that you configure here will be the email that we use to send notifications about approvals and job updates. Add a group email addresses if you want to send notifications to multiple staff members.

Add

You will then need to enter the location name ('Business Location'), followed by selecting the location from a drop down ('City/County'). You'll notice there is also 3 spaces for emails, see their designations below:

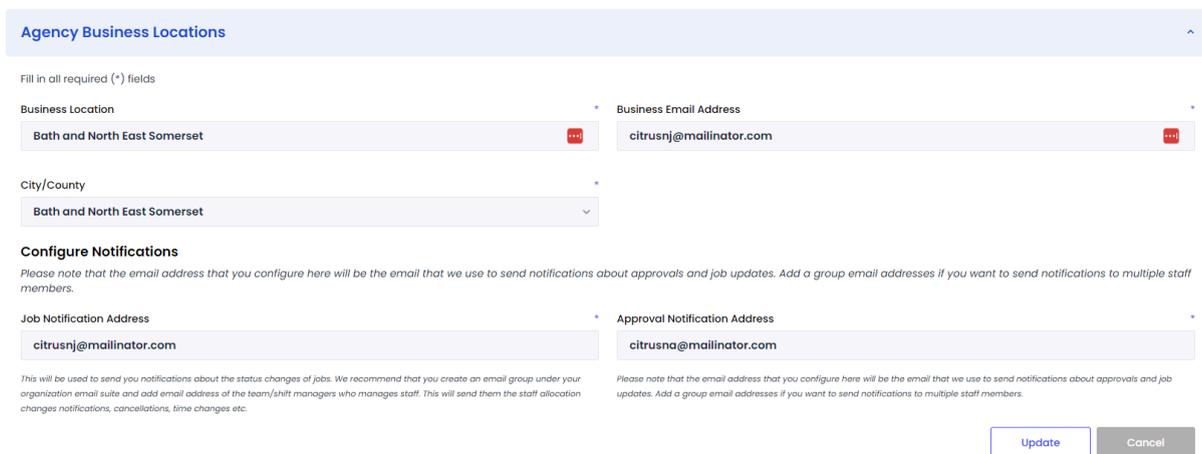
**Business Email Address:** Where you would like us to send new business opportunities;

**Job Notification Address:** Where you would like us to send notifications of job postings for this area (once you are engaged with a client); and

**Approval Notification Address:** Where we should send notifications of job approvals (once you have suggested workers for shifts).

## 2.2 Updating Existing Supply Locations

If you would like to make changes to locations you have already added, including the notification emails, please select [Update](#) , this will display pencil icons  next to each of the locations. Simply click on the location you wish to edit, and it will bring up a form at the top of your screen:



**Agency Business Locations**

Fill in all required (\*) fields

Business Location

Business Email Address

City/County

**Configure Notifications**

Please note that the email address that you configure here will be the email that we use to send notifications about approvals and job updates. Add a group email addresses if you want to send notifications to multiple staff members.

Job Notification Address

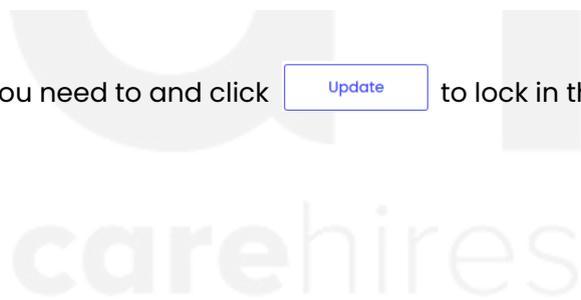
Approval Notification Address

This will be used to send you notifications about the status changes of jobs. We recommend that you create an email group under your organization email suite and add email address of the team/shift managers who manages staff. This will send them the staff allocation changes notifications, cancellations, time changes etc.

Please note that the email address that you configure here will be the email that we use to send notifications about approvals and job updates. Add a group email addresses if you want to send notifications to multiple staff members.

[Update](#) [Cancel](#)

Simply change what you need to and click [Update](#) to lock in the new details.



# 3. Update your staff overview

This section will allow you to keep Care Hires informed of which worker types you supply in each location indicated in the previous tab. **It is incredibly important that you keep this section up to date**, as it will affect which/how many clients we introduce you to.

Agency Location	Worker Type	Employee Type	No of Workers	Min Charge Hourly Rate	Monthly Hours Available	Actions
Leicester	Senior Support Worker NVQ L3 NVQ L2	PAYE	12	GBP 16	1200	
Bath and North East Somerset	Support Worker Care Certificate	PSC	20	GBP 11	500	
Bournemouth	Support Worker Care Certificate	PAYE	20	GBP 12	40	
Bournemouth	Support Worker Care Certificate MAPA	PAYE	20	GBP 12	150	
Bournemouth	Support Worker Care Certificate	PAYE	20	GBP 12	150	
Bournemouth	Support Worker	PAYE	20	GBP 10	2000	

## 3.1 Adding Worker Supply Capabilities

If you begin supplying a new worker type to one of your supply areas, please add it to this section by clicking [Add new](#) so we know to begin keeping you informed of new and relevant opportunities in this area.

Agency Staff Overview	
Fill in all required (*) fields	
<b>Location</b> Select Location	<b>Worker Type</b> Select Worker Type
<b>No of Workers</b> 1	<b>Worker Skills</b> Select Skill
<b>Monthly Hours Available</b> 40	<b>Min Charge Hourly Rate (GBP)</b> £9.50
<b>Employee Type</b> <input type="radio"/> PAYE <input type="radio"/> PSC	
<a href="#">Add</a>	

In this section, you will need to inform us of:

**Location** of supply, this drop-down will only display locations that you have added to the 'Locations' section (see 2.1 of this document);

**Worker Type**, this drop-down will display all the worker types we currently work with at Care Hires;

**Number of Workers** you have available in this area;

**Worker Skills**, if your workers have any of the training listed on the drop down, please select it as a lot of our clients look for specific training like CPI or PBS;

**Monthly Hours Available** for this worker type, this will allow us to understand your capacity;

**Minimum Charge Rate**, essentially what the lowest rate you would accept for this location/worker type; and

**Employee Type**, whether they are PAYE or PSC/Umbrella, this will allow us to see if you're compatible with clients, based on their IR35 status.

Once all information has been entered, please click . You can update this information at any time, similar to how you update existing supply locations (see 2.2)

#### **NOTE**

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**We do not have a 'Nationwide' option.** Keeping information local, allows us to better understand your supply as an agency. We will still inform you of clients who may be looking for rates a little lower than yours, but it is completely down to you as to whether you'd like to work with them.

**The minimum charge rate** is not the worker pay rate. This rate must include worker oncosts and your company margin, taking into consideration NMW. This will not act as the final rate for your client applications, however will mean all assignments available at this rate or above will be visible to you on the marketplace).

Agencies who provide rates that do not factor in NMW will be removed from the application process, and account placed under review

# 4. Update your Users

Use this section to manage who has access to your Care Hires account.

## 4.1 Adding New Users

If you would like to add a new user to your Care Hires account, begin by clicking Add new next to 'Agency User Management' and entering the users email address:

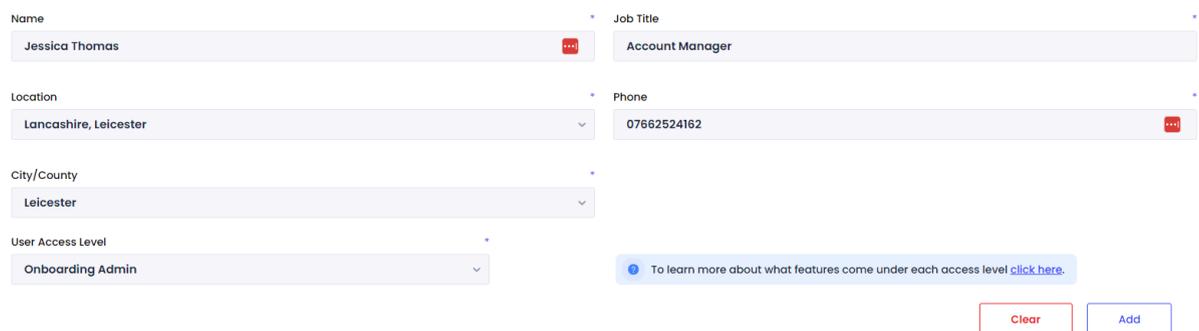


Agency User Management

Fill in all required (\*) fields

Email Address  
exampleemail@mailinator.com Validate Email →

You will then need to click 'Validate Email', which will bring up a short form for you to complete:



Name  
Jessica Thomas

Job Title  
Account Manager

Location  
Lancashire, Leicester

City/County  
Leicester

Phone  
07662524162

User Access Level  
Onboarding Admin

[To learn more about what features come under each access level click here.](#)

Clear Add

You will be given a few options as to the User Level Access for this individual. To find out more about what each level of access entails, please click the link seen on the right-hand side of the drop down:



[To learn more about what features come under each access level click here.](#)

*This is a screenshot*

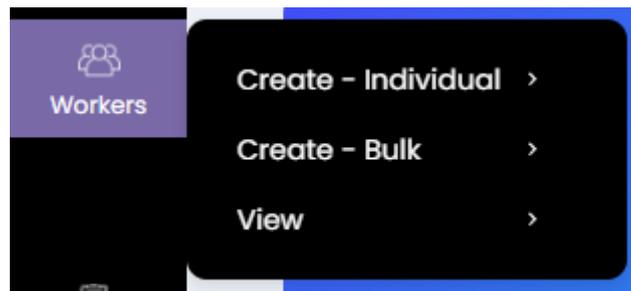
Once the user's information has been added, please click Add to send the user their login details via email.

# 5. Uploading Workers

A guide on how to add your workers to the Care Hires portal.

## 1. Getting Started

To begin uploading your worker, please log in to your Care Hires account and navigate to the 'Workers > Create - Individual' section:



## 2. Basic Information

The first section you will need to complete is 'Basic Information', beginning with the worker's Agency Information:

### 2.1 Agency Information

This section is asking what locations this worker can supply to, please select as many as is applicable to the worker

A screenshot of the 'Agency Location' form in the Care Hires portal. The form has a title 'Agency Location' with an asterisk to its right. Below the title is a dropdown menu with 'Lancashire, Leicester' selected. Below the dropdown is a list of two items: 'Lancashire' and 'Leicester', each with a blue checkmark in a square box to its left.

**Can't see a location you want to add?** Please update your supply locations in the 'Organisation' section.

If you are uploading a worker for an existing agreement, make sure that the location selected here is the one allocated in the agreement section under 'Agency Location'.

## 2.2 Personal Information

In this section, you will need to include the worker's name, contact details, date of birth, gender, and nationality. These are **unique identifiers** and are vital to Care Hires' compliance/vetting process.

**Personal Information**



Worker Image

First Name \*

Last Name \*

Also Known As

Worker Email Address \*

Phone Number   [+ Add Another](#)

Date of Birth \*

Gender \*  Male  Female  Other

Nationality \*

### TIP

When entering the worker's **date of birth**, please ensure you use the calendar picker, this will ensure that the date is formatted correctly - **alternate formats will cause errors** and not allow you to proceed.

Worker Email Address

Date of Birth \*

JULY 1998

Mo	Tu	We	Th	Fr	Sa	Su
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2

## 2.3 Residential Address Information

You'll now need to enter the worker's current home address. When entering information, please take the following steps:

- Enter country;
- Enter postcode; then
- Select street address from the drop down.

You will also need to attach a proof of address document, this could be a utility bill.

### Residential Address Information

**Note:** In compliance with Children's Services regulations, it is mandatory to provide a record of your residential addresses for the past five years, along with corresponding proof. If you have not resided at the same address throughout the last five years, please include details of your previous residences below.

Country *	Postcode *	Residential Address *
United Kingdom - GB	LE4 5NU	75 Exploration Drive, Leicester, Leicestershire, LE4 5NU

I am currently living in this address

How long have you been in this address

From :	Duration in Address :
31 May 2017	7 years, 1 months, and 22 days

Proof Of Address Document :

Document Name	File Status	Actions
Document is added		

### TIPS

This section will request for **5 years of address history** as a standard. However, this is only required if you are uploading the worker for a children's service. If this is not the case, simply extend the 'From' date to increase the 'Duration in Address' to 5+ years.

When **entering the date**, remember to use the calendar function - much like when entering the worker's date of birth.

United Kingdom - GB	MAY 2017
---------------------	----------

I am currently living in this address

How long have you been in this address

From :	
31 May 2017	

Proof Of Address Document :

Document Name	File Status	Actions
Document is added		

## 2.4 Employment Information

This section will ask you to identify the worker type, payment method, skills, and regulatory settings for this worker.

**Employment Information** ^

Worker Type \*  
Support Worker v

Skills \*  
Mandatory Training , Dysphagia Training v

Regulatory Settings \*  
Care Quality Commission (CQC) v

Worker Employment Type \*  
 PAYE  Umbrella Company  Other

Payroll Reference Number \*  
0012300

### TIP

This section will impact whether this worker appears as eligible for certain shifts, make sure that this section reflects the shift specification of the job you are trying to put the worker forward for.

## 2.5 Passport, Visa & DBS Information

Here we will need to get a closer look at your workers eligibility to work in the UK.

**Passport, Visa & DBS Information** ^

Passport Number \*  
XB7891988

Issued Country \*  
Australia v

Visa Type \*  
Skilled Worker v

Maximum weekly hours \*  
40

Company name where the COS Document is obtained \*  
Care Hires

National Insurance Number \*  
QQ123456Q

Share Code  
9XY6GY2S1

DBS Certificate Number \*  
00153557

Is there any Conviction \*  
 Yes  No

This section will have all of the above entry sections if they are **not** British. Otherwise, it will be limited to just the worker's National Insurance/DBS numbers and conviction status.

## 2.6 Travel & Other Information

This is the final sub-section to the 'Profile' segment, we will need you to let us know how far the worker can travel from their home address (Preferred travel distance in KM), and whether or not they have a Full UK Driving License.

Travel & Other Information ^

Preferred travel distance in KM

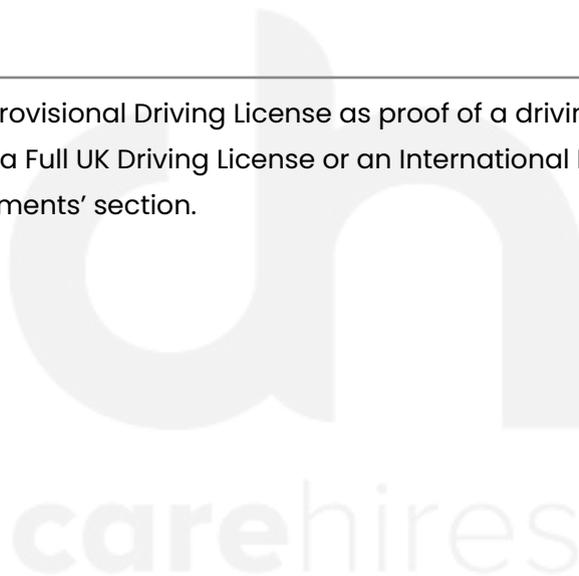
Does this worker have a driving license?  
(Please upload the license copy in the documents section.)

Yes  No

### NOTE

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We **cannot** accept a Provisional Driving License as proof of a driving licence, the only acceptable forms are a Full UK Driving License or an International License. Proof to be uploaded in the 'Documents' section.



### 3. Documents

In this section, we will need you to upload the worker's proof documents, including their:

- **Curriculum Vitae (CV)**, with a minimum of 6 months work experience in the UK care sector (ensure the location is on the worker's CV);
- **Disclosure Barring Service (DBS) certificate**, if this certificate was not issued by your agency, it will need to be on the Update Service;
- **Passport**, if the worker does not have a passport, you will need to upload their Birth Certificate and a Photo ID such as a Driving License;
- **National Insurance Document**, a letter containing their NI number, P45 etc;
- **Proof of Address**, such as a utility bill or bank statement;
- **COVID-19 Vaccination Proof** (not mandatory);
- **Reference Proof** (not mandatory in this section);
- **PVG Certificate** (Scotland only); and
- **Evidence of Regulatory Setting where selected** (not mandatory)

**Documents and Proof**

Fill in all required (\*) fields  
Please be noted that supports files type are .png, .jpg, .JPEG, .docx, .pdf

Document Name	Expiry Date	Status	Mandatory	Note	File Status	Add File	Actions
CV			Mandatory	The contents of this CV will be made available to the Care Provider when taking into consideration your staff member for the applied job. Please remove any sensitive information.	🟢		👁️ 🗑️
DBS Certificate	8 Nov 2026	Valid	Mandatory		🟢		👁️ 🗑️
Passport Document	7 Nov 2026	Valid	Mandatory		🟢		👁️ 🗑️
National Insurance Document			Mandatory		🟢		👁️ 🗑️
Proof Of Address Document			Mandatory		🟢		👁️ 🗑️
Covid-19 Vaccination Proof			Not Mandatory		🟢		👁️ 🗑️
Reference Proof			Not Mandatory		🟢		👁️ 🗑️
PVG Certificate (Scotland)			Not Mandatory		🟢		👁️ 🗑️
Evidence of Regulatory Setting where selected			Not Mandatory		🟢		👁️ 🗑️

#### REMEMBER

You will need to enter the expiry date of the DBS Certificate and Passport Document, please use the calendar function to enter dates - this will ensure that it is formatted properly.

## 4. Certificates

You will now need to add all of the mandatory training for this worker. To add a new certificate, please select  in the top-right of this section.

**Education and Training**

Certificate  Valid Until  Upload Certificate  Supports .png, .jpg, .jpeg, .docx, .pdf Placeholder Document.pdf

This certificate was issued by Care Academy.

Please note, if this option is ticked for non-Care Academy certificates, the profile will be denied

A full list of required certificates can be found in the Compliance Checklist document shared with you after your account was set up. If you would like another copy, please email [supply@carehires.com](mailto:supply@carehires.com).

For Support Workers, you will require the following:

- Care Certificate (Standards 1-15)
- Moving & Handling Theory
- Moving & Handling Practical
- Fire Safety
- First Aid
- Autism Awareness
- Food Hygiene
- Mental Capacity Act
- Deprivation of Liberty Safeguards (DoLS)
- English Assessment (non-British nationals only)

### TIPS

The English Assessment can be evidenced by any formal qualification undertaken in the UK, including a GCSE, BTEC, A-Level or Degree. Alternatively, workers can complete a free test using the following link:

[English Test Link](#) 

Learning Disabilities and Autism Awareness are not mandatory for **Welsh** services.

## 5. Emergency

In this section, please provide the emergency contact details of the worker. You can do this by clicking [Add new](#) in the top-right of this section.

### Emergency Information

Fill in all required (\*) fields

Emergency Contact Name  
Beth

Relationship \*    Primary Contact No    Secondary Contact No \*

Sister    07890098768    07890098768

[Add](#)

Please remember to click [Add](#) when all information has been entered.

## 6. Medical

This section will cover the workers full medical and vaccination history.

### Medical Questionnaire

[Pending](#) [Request to Resubmit](#)

### Vaccine Information

[Add New](#)

Vaccination Name/Type	Clinic Site/Vaccination Date	Is Covid Related	Uploaded at	Actions
COVID-19 Vaccination 1	11th Nov 2022	<a href="#">Yes</a>	12th Jul 2024	<a href="#">👁</a>

### 6.1 Medical Questionnaire

This section is **not mandatory**, but if you would like to add your workers medical history, please click [Request to Complete](#) and the system will email a form to the worker for them to complete. This will be automatically added onto the worker's profile.

### 6.2 Vaccine Information

Again, this section is **not mandatory**, but adding any vaccination information may open your worker up to services who require a COVID-19 vaccination. To add a vaccination, please select [Add New](#) and fill out the form within, attaching proof documents where required.

## 7. Employment

This section will ask you to detail your workers employment history, including references as proof.

**Worker History** Add new

Care sector related - 1Y 4M | Total Exp 3Y 3M

Organization	Designation	Work Type	From / To	Reason	Note
<b>Seylan</b> Full-time employment	Manager	Care Sector Related	2022 Mar 2023 Jul	Work-life balance	
<b>Harnes Solutions</b> Full-time employment	Manager		2021 Jun 2022 Dec	Career Progression	
<b>ABC company</b> Full-time employment			2022 Jan Present		test 1

**Reference** Add new

Reference Type	Reference Note	Checking Status	Actions
Professional Referee <b>ABC company</b>	test reason	Checked	
Professional Referee <b>ABC company</b>		Checked	

### 7.1 Worker History

Please add your workers employment history within the UK care sector to this section. We will require a **minimum of 6 months experience**. Your worker's employment history can be added by clicking Add new.

### 7.2 References

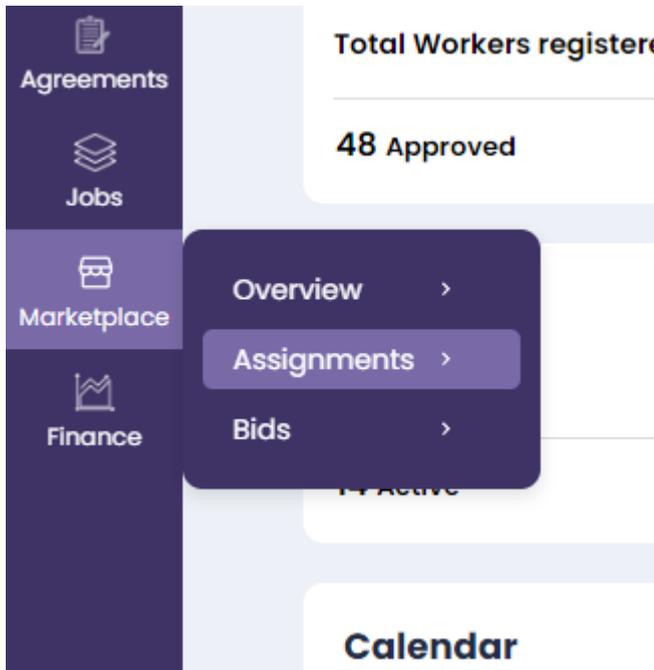
We will also require you to upload 2 references to this section, as proof of employment. At Care Hires, we require a **minimum of 1 professional references** which can be accompanied by either another professional, character, or academic reference. Much like the above, references can be added by selecting Add new.

#### NOTE

Our compliance team will review the references uploaded and check that it meets our requirements, and matches the reference type selected by you. Once this has been done, it will be marked as Checked.

# 6. Apply for an Assignment

Now that the Care Hires Marketplace is live, it's time to see what you can get involved with! To get started, please navigate to the all new **Marketplace** tab, found on the left-hand side of your screen when you log into your Care Hires account.



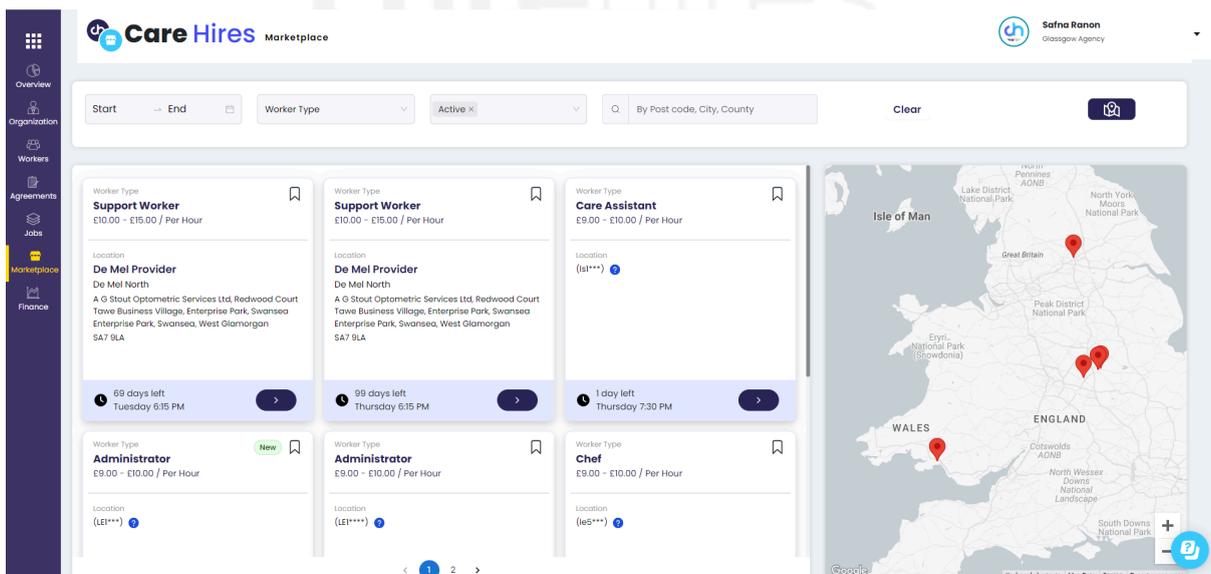
There are 3 tabs for you to explore:

**Overview** - giving you a dashboard of open bids, assignments, and activity;

**Assignments** - allowing you to see new client opportunities; and

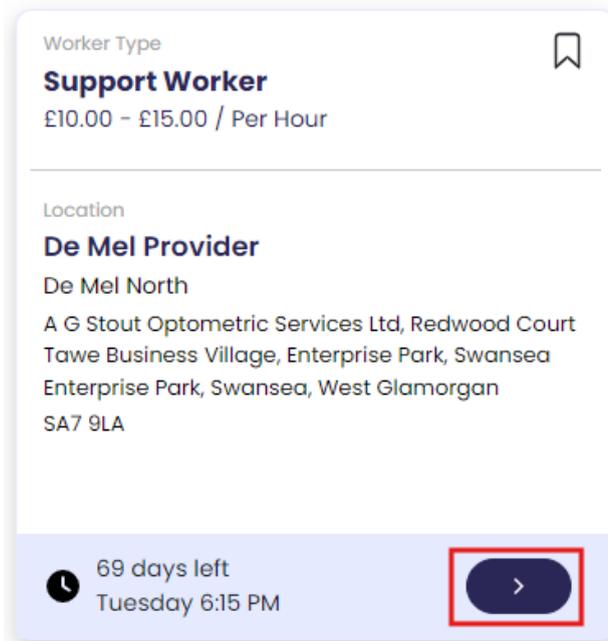
**Bids** - providing tracking and actions for your ongoing assignment bids.

To pick up **new assignments** please select **Assignments** - which will navigate you to the below screen:



## IMPORTANT

You will only be able to see open assignments for locations that you have added to your Care Hires account. If you're unsure how to do this, please see [2.1 Adding New Supply Locations](#).



Worker Type  
**Support Worker**  
£10.00 - £15.00 / Per Hour

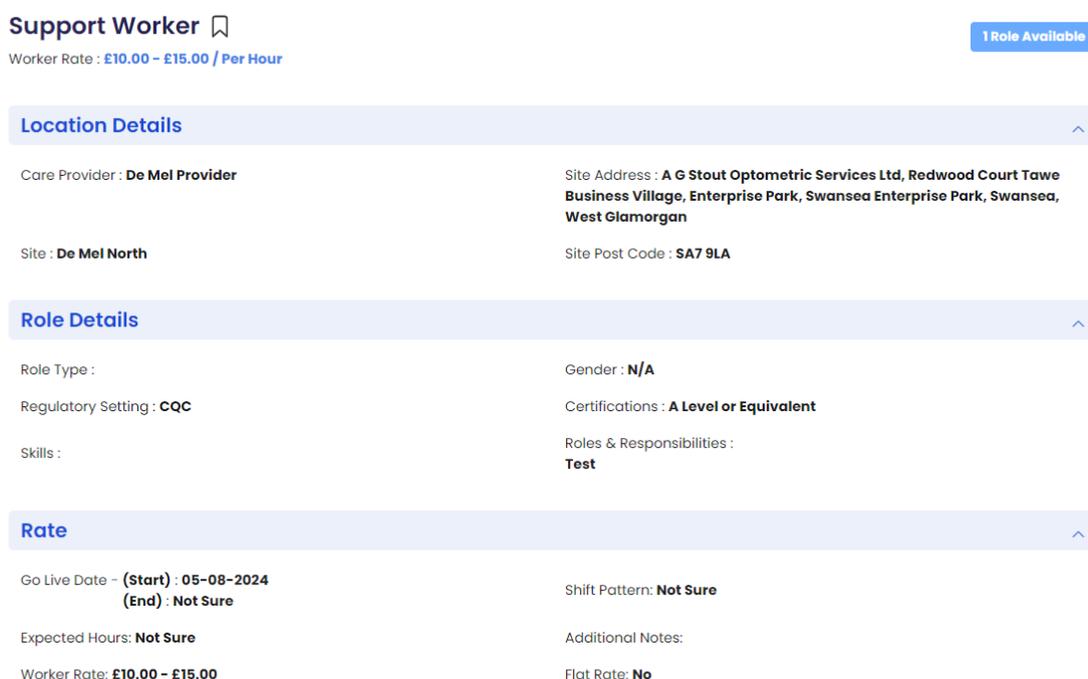
Location  
**De Mel Provider**  
De Mel North  
A G Stout Optometric Services Ltd, Redwood Court  
Tawe Business Village, Enterprise Park, Swansea  
Enterprise Park, Swansea, West Glamorgan  
SA7 9LA

69 days left  
Tuesday 6:15 PM

Each assignment summary will cover the worker type, rate indication, and location information for the contract.

To find out more information and to bid on the contract, please click the arrow on the bottom-right hand corner (see red box on image).

You'll now be able to see a full breakdown of location, role, and rate details. This should provide a great indication as to whether this client is a good fit for you. Want to get involved? Scroll down and there will be a few boxes to fill in and kick things off.



**Support Worker** 

Worker Rate : £10.00 - £15.00 / Per Hour 1 Role Available

**Location Details**

Care Provider : **De Mel Provider** Site Address : **A G Stout Optometric Services Ltd, Redwood Court Tawe Business Village, Enterprise Park, Swansea Enterprise Park, Swansea, West Glamorgan**

Site : **De Mel North** Site Post Code : **SA7 9LA**

**Role Details**

Role Type : Gender : **N/A**

Regulatory Setting : **CQC** Certifications : **A Level or Equivalent**

Skills : Roles & Responsibilities : **Test**

**Rate**

Go Live Date - (Start) : **05-08-2024** Shift Pattern: **Not Sure**  
(End) : **Not Sure**

Expected Hours: **Not Sure** Additional Notes:

Worker Rate: **£10.00 - £15.00** Flat Rate: **No**

You'll be greeted with this Earning Potential box, allowing you to calculate your total earning potentials using figures on your rate, number of and hours per worker for the area.

Once, you've entered the relevant information, you can proceed to the bid submission by selecting 'Proceed to Bid'.

Earning Potential		Total Earning Potential
Hourly Charge Rate	<input type="text" value="10"/>	<b>£740.00</b> <small>The provided figure is an estimate and may be subject to change based on final details.</small>
No of Hours per worker / per week	<input type="text" value="37"/>	
Available no workers	<input type="text" value="2"/>	

[Proceed to Bid](#)



# 1. Choose Workers

The Marketplace will now ask you to put some suitable workers forward, this is going to allow us at Care Hires, and the client, to ensure that your workers are going to be a good fit for this assignment.

**Support Worker** 1 Role Available

Worker Rate : £10.00 – £15.00 / Per Hour Role Type :

1 ————— 2 ————— 3 ————— 4

Choose Workers Set Rates Signatory Review

---

**Worker Summary**

**110**

Total no workers

**0**

Total approved

**1**

Eligible workers

---

**Select Workers**

Search for a worker.. Location Clear Worker Selected: 0

Select the staff you would like to put forward for this application

<input type="checkbox"/>	Worker Name	Visa Type	Residence P...	Skills	Certifications	Experience	Status
<input type="checkbox"/>	 British <b>Aksha BB Hejjin (AH)</b> <a href="#">CW-2024-AA-01572</a>			<a href="#">View Worker Skills</a> ● 0 required ● 2 additional	N/A	Care sector related - 0Y 0M Total exp - 0Y 0M	PROFILE COMPLETE

Showing 1-1 of 1 results

 **TIP**

Workers for the assignment will need to be uploaded (with the suitable certifications) before you can apply for the assignment. If you need help uploading workers, please see the [Uploading Workers](#) section.

Once you have identified suitable workers, simply check the box next to their name. When all suitable workers have been selected, please select 'Next' to continue.

**Select Workers**

Search for a worker... Location Clear Worker Selected: 1

Select the staff you would like to put forward for this application

<input checked="" type="checkbox"/>	Worker Name	Visa Type	Residence P...	Skills	Certifications	Experience	Status
<input checked="" type="checkbox"/>	 British <b>Aksha 88 Heijin (AH)</b> <a href="#">CW-2024-AA-01572</a>			<a href="#">View Worker Skills</a> ● 0 required ● 2 additional	N/A	Care sector related - 0Y 0M Total exp - 0Y 0M	<b>PROFILE COMPLETE</b>

Showing 1-1 of 1 results

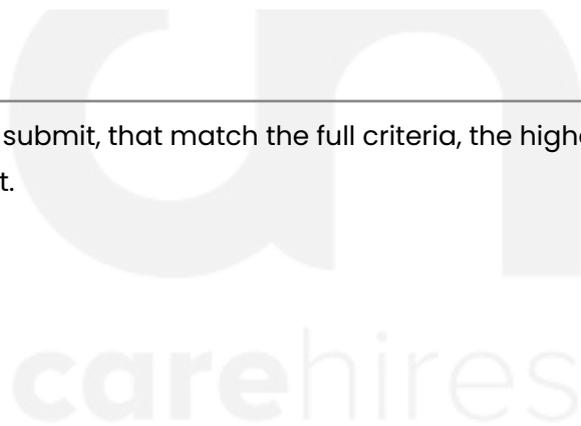
Can't see a staff profile? Log in to your Care Hires account and visit 'Worker profiles'. Update your worker profiles with the relevant training and criteria listed on the assignment details for the profile to appear. [+ Add a new worker](#)

Add a new worker through our Care Hires portal to view your workers here

Back **Next**

 **TIP**

The more workers you submit, that match the full criteria, the higher the chance that you'll secure the assignment.



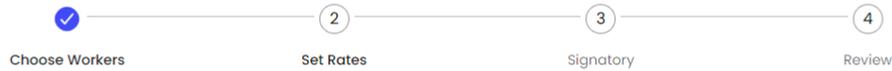
## 2. Set Rates

It's now time for you to submit your rates for this assignment - the client will have already submitted a range of rates that are suitable for their service. Use the 'Estimated Hourly Cost' section to input your standard rate.

### Support Worker

Worker Rate : £10.00 – £15.00 / Per Hour Role Type :

1 Role Available



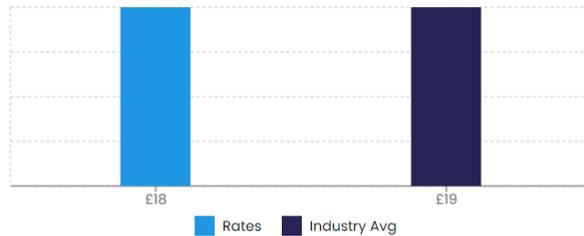
#### Estimated Hourly Cost (Excluding VAT)

14.50

Total with VAT Charge (20%) £ 17.40  
Marketplace fee (2.5%) (£ 0.43)

**Total £ 16.97**

Please note that a 2.5% marketplace fee will be applied to all jobs processed under the agreement that will be issued for this bid if it is accepted



#### Special Rates

Special Rate	Hourly Rate	VAT Charge (20%)	Marketplace Fee (2.5%)	End Rate (Without VAT)	End Rate (With VAT)
<input checked="" type="checkbox"/> Special Holiday Rate	£ 29	£5.80	£0.87	<b>£28.13</b>	£33.93
<input checked="" type="checkbox"/> Bank Holiday Rate	£ 21.75	£4.35	£0.65	<b>£21.10</b>	£25.45
<input type="checkbox"/> Day Rate - Weekday					

#### TIP

The closer your rate is to the lower end of the rate scale, the higher the likelihood that the client will choose your agency. However, make sure that the rate you submit is feasible for your agency's business model.

If you have enhanced rates on certain days/times of the week - we have included the **Special Rates** section to accommodate for this. Please tick and complete the 'Hourly Rate' box for any enhanced rates you would like to charge.

Once you have entered and reviewed your rates, please select 'Next' to move on to the next stage of your bid.

Special Rates						
	Special Rate	Hourly Rate	VAT Charge (20%)	Marketplace Fee (2.5%)	End Rate (Without VAT)	End Rate (With VAT)
<input checked="" type="checkbox"/>	Special Holiday Rate	£ 29	£5.80	£0.87	<b>£28.13</b>	£33.93
<input checked="" type="checkbox"/>	Bank Holiday Rate	£ 21.75	£4.35	£0.65	<b>£21.10</b>	£25.45
<input type="checkbox"/>	Day Rate - Weekday					
<input type="checkbox"/>	Friday Night Rate					
<input checked="" type="checkbox"/>	Night Rate - Weekday	£ 17.50	£3.50	£0.53	<b>£16.97</b>	£20.47
<input type="checkbox"/>	Night Rate - Weekend					
<input type="checkbox"/>	Day Rate - Weekend					

Showing 1-7 of 9 results

< 1 2 >

Back

Next



**NOTE**

Clients are likely to accept the Care Hires standard for Bank and Special Holiday Rates, these are as follows:

Bank Holidays: 1.5x your regular Hourly Rate

Special Holidays (Christmas & New Years Day): 2x your regular Hourly Rate

### 3. Signatory

We will also need you to designate a user as the signatory, this will be the individual who will be signing the client-level agreement on behalf of your agency – so whoever is allocated must have the authority to do so.

#### Support Worker

Worker Rate : £10.00 – £15.00 / Per Hour Role Type :

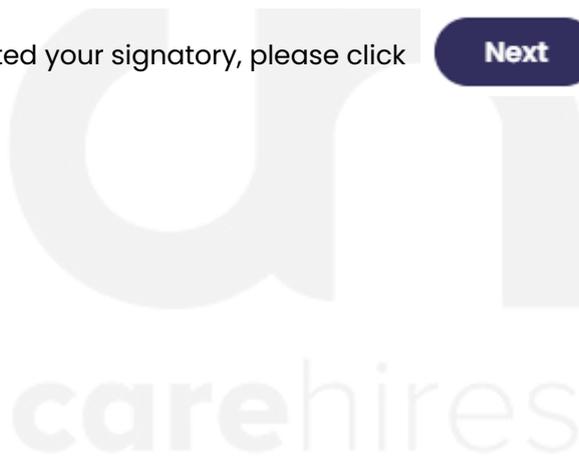
1 Role Available



Select Signatory  Writer | v

	<b>Callum Smith</b> miheki8450@lendfash.com	Designation Writer	Contact Number 07777387476	Has access to <b>1 site</b>
---	--	-----------------------	-------------------------------	-----------------------------

Once you have allocated your signatory, please click  to proceed to the final part of the bid.



## 4. Review

We will now need you to have a final look over your bid to this client. Once submitted, the client will be able to review, negotiate and/or accept your bid.

### Support Worker

Worker Rate : £10.00 - £15.00 / Per Hour Role Type :

1 Role Available



#### Worker Details

Worker Name	Worker Type	Regulatory Setting	Skills	Location
Aksha 88 Heijin	Support Worker	<a href="#">1 Setting</a>	<a href="#">2 Skills</a>	<a href="#">2 Locations</a>

Showing 1-1 of 1 results

< 1 >

#### Rates

Estimated Hourly Cost: **£14.50**

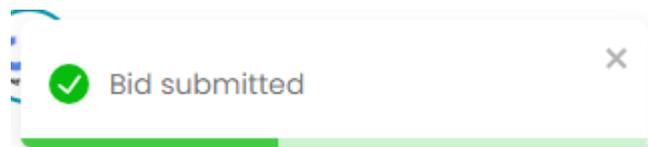
Special Rate	End Rate	VAT Charge (20%)	Marketplace Fee (2.5%)	End Rate (Without VAT)	End Rate (With VAT)
<b>Special Holiday Rate</b>	£29	£5.80	£0.87	<b>£28.13</b>	<b>£33.93</b>
<b>Bank Holiday Rate</b>	£21.75	£4.35	£0.65	<b>£21.10</b>	<b>£25.45</b>

If you're happy with your bid, you can click **submit**.

**Congratulations, you have successfully submitted your bid**

**on the Care Hires**

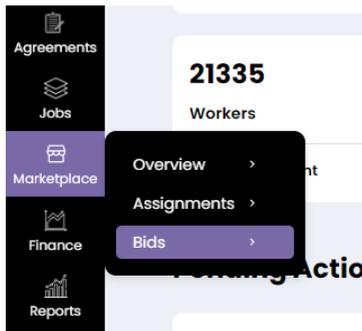
**Marketplace!** 🎉



# 7. Managing Bids and Negotiation

This section will provide guidance on how to manage your active bids, and how the rate negotiation process works through the Care Hires Marketplace.

## 1. Viewing your Bids



To view your current/historic bids, please navigate to the 'Bids' section within the 'Marketplace' tab of your Care Hires account.

Within this section, you'll see a list containing all of your bids within the Care Hires Marketplace, each with a status - whether that's Submitted, Negotiating, Lost, or Won. If you would like to action/review the bid, click the small **eye icon** on the right-hand side of the relevant bid.

Worker Type	Submitted Date	Sites/ Locations	Initial Bid	Status	Time Left	Actions
Kitchen Assistant	23-10-2024	Home Glory Spring	£ 14.50	Negotiating	68 days Tuesday, 6:15 PM	
Administrator	23-10-2024	ABC North	£ 5.00	Submitted	1 days Friday, 12:30 PM	
Senior Support Worker	23-10-2024	Broadford	£ 20.00	Submitted	6 days Thursday, 3:00 AM	
Administrator	11-10-2024	ABC North	£ 10.00	Won	Ended Friday, 8:45 AM	

### TIP

For each bid, you will be able to review the Details, Negotiate, and Audit Log tabs. You'll notice the above status in the red square is **Negotiating**, this means that the client has proposed an alternate rate to the one you have submitted and vice versa.

## 2. Negotiating Rates

Within the Negotiate tab, you'll see a chat-like interface that will let you track the actions of your rate negotiation. You'll see below that the client/admin has suggested an alternate rate, providing a note that the rate is "Not Competitive".

**Bid Details** ×

BD-2024-AA-00074 • Initial Bid Submitted Date : 23-10-2024

Assignment Role : **Kitchen Assistant** Role Type : Initial bid value : **£ 14.50** Bid expiry date : 31/12/2024 **Negotiating**

---

Details **Negotiate** Audit Log

Initial bid placed on 23/10/2024

**You :**

Rate: **£ 14.50**

Note: Initial Bid

Negotiation started on 24/10/2024

**Admin :**

Rate: **£ 14.00**

Note: Rate Not Competitive Compared to Market Standards

**Accept or Reject bid**

If you don't like the look of the rate suggested, you can counter it with a negotiated rate of your own. In this example, a rate of £14.25 is going to be put forward - with the reasoning that the rate the client suggested "doesn't reflect worker experience level".

**Accept or Reject bid**

Select "Accept" to acknowledge the submitted rate

Accept Reject

---

**Enter bid amount to negotiate**

New Bid Amount

- Select an option
  - Rate Exceeds Budget Limits
  - Worker Qualifications Don't Justify Rate
  - Rate Not Competitive Compared to Market Standards
  - Prefer Another Bid with Better Terms
  - Rate Doesn't Reflect Worker Experience Level**
  - Preferred Another Bid Due to Better Availability
  - Rate Too High for Required Skill Set
- Rate Doesn't Reflect Worker Experience Level ▼

Negotiate

If you feel like the rate you put forward isn't quite right, you can always put in a withdrawal request, which will need to be approved by a member of the team here at Care Hires.

The screenshot shows a bid negotiation interface. On the left, under 'Admin:', there is a blue box with the rate '£ 14.00' and a note: 'Note: Rate Not Competitive Compared to Market Standards'. On the right, under 'You:', there is a yellow box with the rate '£ 14.25' and a note: 'Note: Rate Doesn't Reflect Worker Experience Level'. Below this, a light blue box titled 'Withdraw Bid Request' contains the text: 'Click "Withdraw" to submit a request to the CareHires team if you wish to withdraw the last value you submitted.' and a red-bordered button labeled 'Withdraw'.

Where you have only provided 1 initial bid, without any negotiations, you will not see the withdrawal button. Therefore, please contact [supply@carehires.com](mailto:supply@carehires.com) with a simple request to remove your application.



### 3. Cancel your bid or Re-apply

This is currently a new feature we are working on to release in the coming weeks!

Until then, if your application has been rejected but you do have the correct staff available, feel free to contact [supply@carehires.com](mailto:supply@carehires.com) and the team will help push this along for you with the client.



# 8. PSL Approval

If your bid is accepted, you will be notified via email – in addition to this, your Bids section will display the status 'Won' next to any assignment where the client has accepted the bids you have put forward.

Worker Type	Submitted Date	Sites/ Locations	Initial Bid	Status	Time Left	Actions
Kitchen Assistant	23-10-2024	Home Glory Spring	£ 14.50	Won	68 days Tuesday, 6:15 PM	
Administrator	23-10-2024	ABC North	£ 5.00	Submitted	1 days Friday, 12:30 PM	

If you have been negotiating with the client, you can click the **eye icon** to view what negotiated rate has been accepted.



Admin:

Rate: **£ 14.00**

Note: Rate Not Competitive Compared to Market Standards

You:



Rate: **£ 14.25**

Note: Rate Doesn't Reflect Worker Experience Level

### Congratulations, Bid Accepted by the Care Hires Admin on behalf of Provider

Both parties have agreed on the final amount submitted for this assignment. An agreement will be issued, including this final amount, via our supply chain management system. [Click here](#) to view all your agreements

## 9. What's next?

Once your bid is 'Won' our team will connect with you!

**This can be anytime from your bid being accepted - 5 working days post assignment closure.**

Next steps will include setting up the client contract and introducing you to your Account Manager.

Please remain patient for Care Hires to communicate these steps with you.

