Utopia will notify you about your booking status through app notifications and emails. Once we've connected you with a teacher, you'll receive a real-time notification on your phone and an email confirmation.

Twelve hours before the job starts, you'll get access to the teacher’s files via email. Just tap the download button to view them. Under this, you’ll also see an individual risk assessment, which outlines what we've done for the teacher’s safety check and when it was completed. Feel free to save this for auditing purposes if needed. The teacher’s file link will remain valid for seven days before it expires.

Now, there are a couple of key things we want to assure you:

* Utopia has verified and stamped every document for your reference. We’ve sighted each teacher’s photo ID to ensure it matches the documents on file.
* We go beyond just meeting the 7-step safety check requirement—we do more than that.
* Every unqualified teacher on Utopia has provided at least two reference checks from ECE settings in New Zealand. This means all our unqualified teachers have prior experience in NZ centres, and their referees have confirmed their past performance as satisfactory.
* We have a rigorous performance monitoring system, with a dedicated team reviewing teacher performance daily. Your feedback is essential, and we take action based on what you share.
* We ensure all documents are valid, and no teacher actively taking jobs has invalid documentation. Teachers are required to bring their photo ID for your reference. If a teacher forgets to bring their ID, you’re welcome to turn them away