



Booking Process

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One Call 24 currently uses robust recruitment software that gives them all-in-one system for managing the entire of their recruitment process. Among other things, this allows One Call 24 to maintain a robust booking process, ensuring total compliance at all times.

Initially, when a trust (authority) is set up on the system, One Call 24 will obtain email confirmation from said Trust (ideally the Procurement team), with the names of the authorised officers who are able to place bookings on behalf of the trust (authority). This information will be inputted into the recruitment system, for that specific trust. This will then restrict who can place bookings from that trust for temporary workers. Any bookings or amendments will then have to be from one of the authorised personnel detailed against that trust, with sufficient verification sought in the form of a business email address or password (if via phone) from the authorised Officer.

All communication will be uploaded to the recruitment system in order to keep a fully recorded audit trail relating to each booking/booking request.

Where an authorised officer is changed or added to the list of authorised officers, One Call 24 will ensure confirmation is sought once again, from the Procurement Team (or authorised department).

If the booking request cannot be sufficiently verified by the person making the booking, One Call 24 will not be able to process said booking until sufficient verification is received and/or the trusts Procurement Team (or specified department) make that request in writing.

The first process charts details the following:

- Establishing the authorised officer(s) for that trust (authority)
- Receiving a booking
- Verifying and confirming the identity of the authorised officer
- Identifying and submitting a candidate to the position
- Confirming the placement with the authorised officer
- Confirming the booking with the candidate.



