



### Booking Process

|                         |                               |
|-------------------------|-------------------------------|
| <b>Policy Number</b>    | 3                             |
| <b>Version</b>          | 3                             |
| <b>Policy Contact</b>   | Matthew Betteridge            |
| <b>Date Issued</b>      | 1 <sup>st</sup> November 2017 |
| <b>Amended</b>          | 21 <sup>st</sup> June 2019    |
| <b>Next Review Date</b> | 21 <sup>st</sup> June 2020    |
| <b>Target Audience</b>  | Agency Workers                |
| <b>Approved by</b>      | OneCall24 Policy Team         |

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.

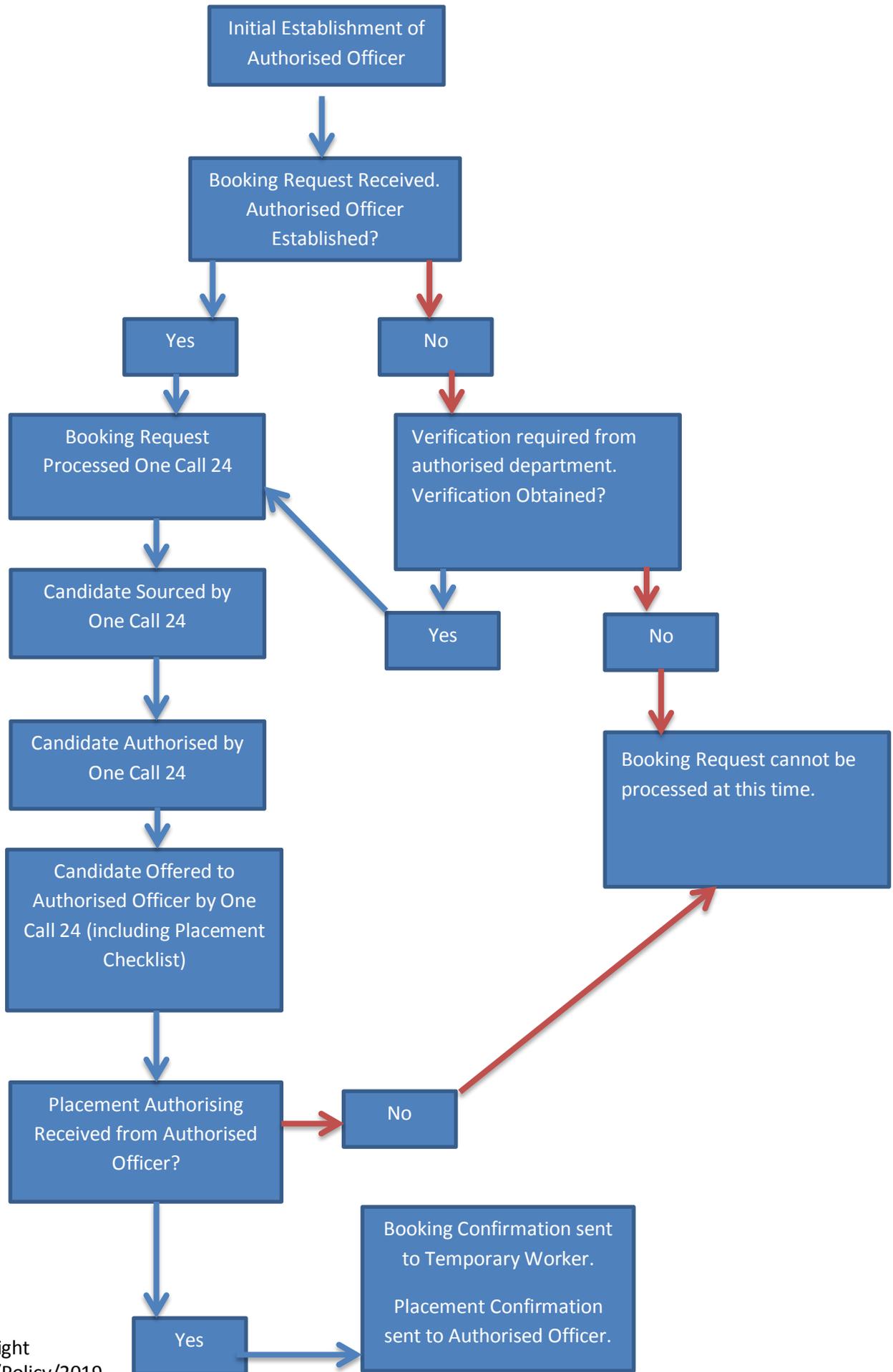
Where an authorised officer is changed or added to the list of authorised officers, One Call 24 will ensure confirmation is sought once again, from the Procurement Team (or authorised department).

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:

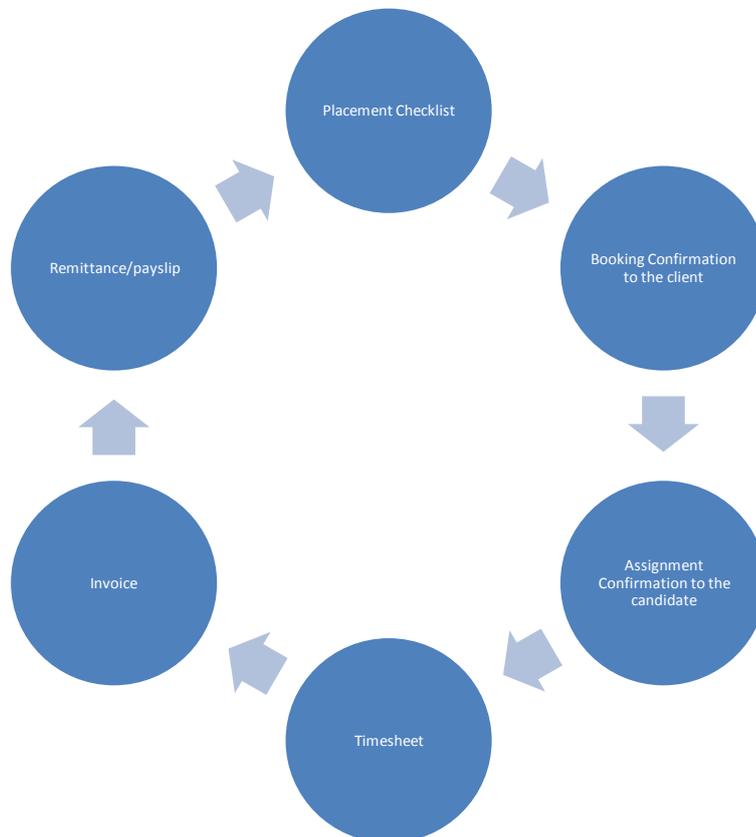
- Establishing the authorised officer(s) for that trust (authority)
- Receiving a booking
- Verifying and confirming the identity of the authorised officer
- Identifying and submitting a candidate to the position
- Confirming the placement with the authorised officer





## Audit

As part of the framework audits for which we undertake, OneCall24 will ensure that the following information is made available to auditors to further verify that the booking process in place is compliant.



The above items will allow both OneCall24 and any auditor to further verify that any bookings process has remained compliant throughout. For example, an auditor will be able to confirm that a rate agreed when a job role has been offered remains the same when invoicing the client and subsequently, when paying our candidates.

In instances where the candidates services are utilised via Direct Engagement or where a platform is utilised for a booking (i.e. NHSP, Stafflow etc), OneCall24 will provide screenshots of the portal systems utilised for said booking. This will enable an auditor to verify the booking process followed without signing manual timesheets/payslips etc.

## Review

This policy statement will be reviewed annually as part of our commitment to upholding professional standards. It may be altered from time to time in the light of legislative changes, operational procedures or other prevailing circumstances.