

## Booking Process

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<b>Version</b>	5
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<b>Next Review Date</b>	06 <sup>th</sup> May 2027
<b>Target Audience</b>	Agency Workers
<b>Approved by</b>	OneCall24 Policy Team

## Purpose and Scope

This policy sets out the process by which OneCall24 Limited (OneCall24) receives, verifies, processes, authorises, and confirms bookings for temporary workers placed with NHS Trusts, public authorities, and private clients.

The policy ensures that all bookings are properly authorised, compliant with contractual, legislative, and framework requirements, and supported by a clear and auditable record.

This policy applies to all staff involved in booking activity, including the Bookings Team, Account Managers, Compliance, Registrations, and Senior Management.

## Systems and Booking Governance

OneCall24 uses recruitment and booking systems that support the end-to-end management of the recruitment and booking process.

The system provides controlled access, authorisation records, document retention, and audit trail functionality, supporting compliance with regulatory, contractual, and framework requirements.

When a new NHS Trust, public authority, or private client is onboarded onto the OneCall24 system, written confirmation is first obtained — ideally from the Procurement Team or equivalent authorised department — confirming the individuals authorised to place, amend, or cancel bookings on behalf of the organisation.

These authorised contacts are then recorded in the recruitment system under that specific client profile. This creates a controlled list, ensuring that only approved personnel are able to request or amend bookings for temporary workers.

To validate any booking or change request, verification must be provided. This may include confirmation via an official business email address or, in the case of phone communications, the use of a pre-agreed password or code. This protocol applies uniformly across both public sector and private clients to ensure consistent security and accountability.

Where adequate verification cannot be obtained, the booking will not be processed until appropriate confirmation is received, in order to mitigate the risk of unauthorised or fraudulent bookings.

All booking-related communications are recorded and retained within the recruitment system to maintain a complete and auditable trail for each booking or booking request, in line with data protection and record-retention requirements.

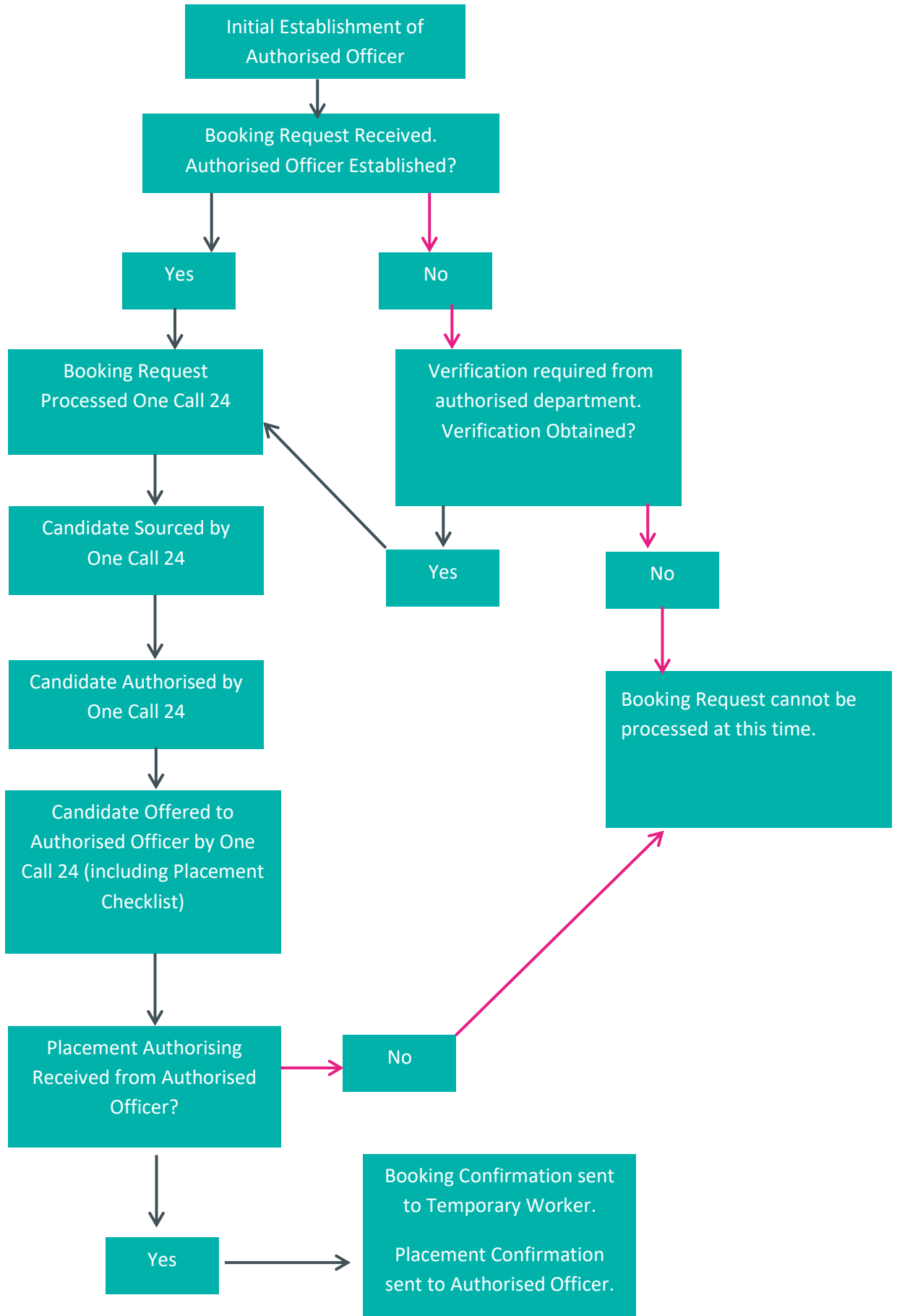
If a booking request cannot be sufficiently verified, OneCall24 will not process the booking until verification is received and/or the authorised department submits the request in writing.

If the booking request cannot be sufficiently verified by the person making the booking, OneCall24 will not be able to process said booking until sufficient verification is received and/or the Procurement Team (or specified department) make that request in writing.

The first process charts details the following:

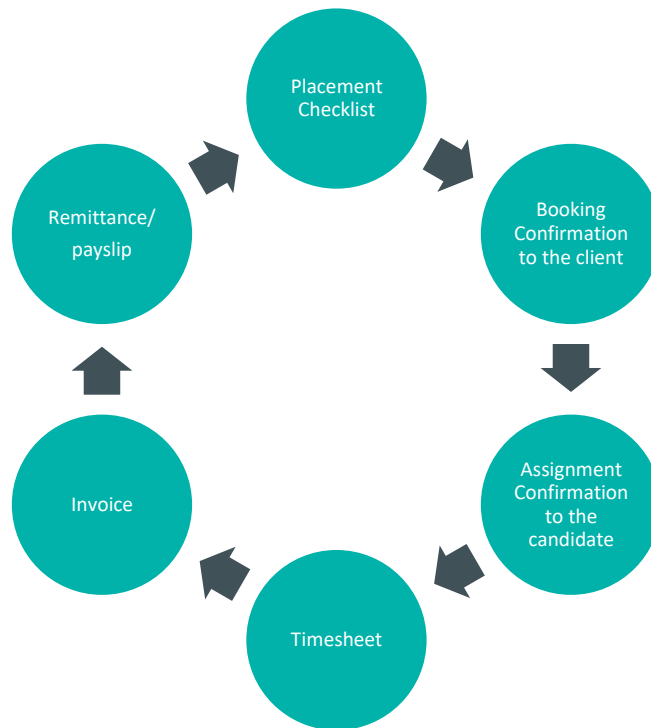
- Establishing the authorised officer(s) for that NHS Trust, public authority, or private client
- Receiving a booking
- Verifying and confirming the identity of the authorised officer
- Identifying and submitting a candidate to the position
- Confirming the placement with the authorised officer
- Confirming the booking with the candidate.





### **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 candidate's 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.

### **Risk Management and Exceptions**

Any deviation from this booking process must be documented, justified, and approved by senior management. Exceptions are reviewed to ensure they do not undermine compliance, contractual obligations, or audit integrity.

### **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.