

Booking Process

Policy Number	03
Version	4
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Target Audience	Agency Workers
Approved by	OneCall24 Policy Team

One Call 24 Limited (OneCall24) 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 OneCall24 to maintain a robust booking process, ensuring total compliance at all times.

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 an equivalent authorised department. This confirmation must include the names and positions of individuals who are authorised to place 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.

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

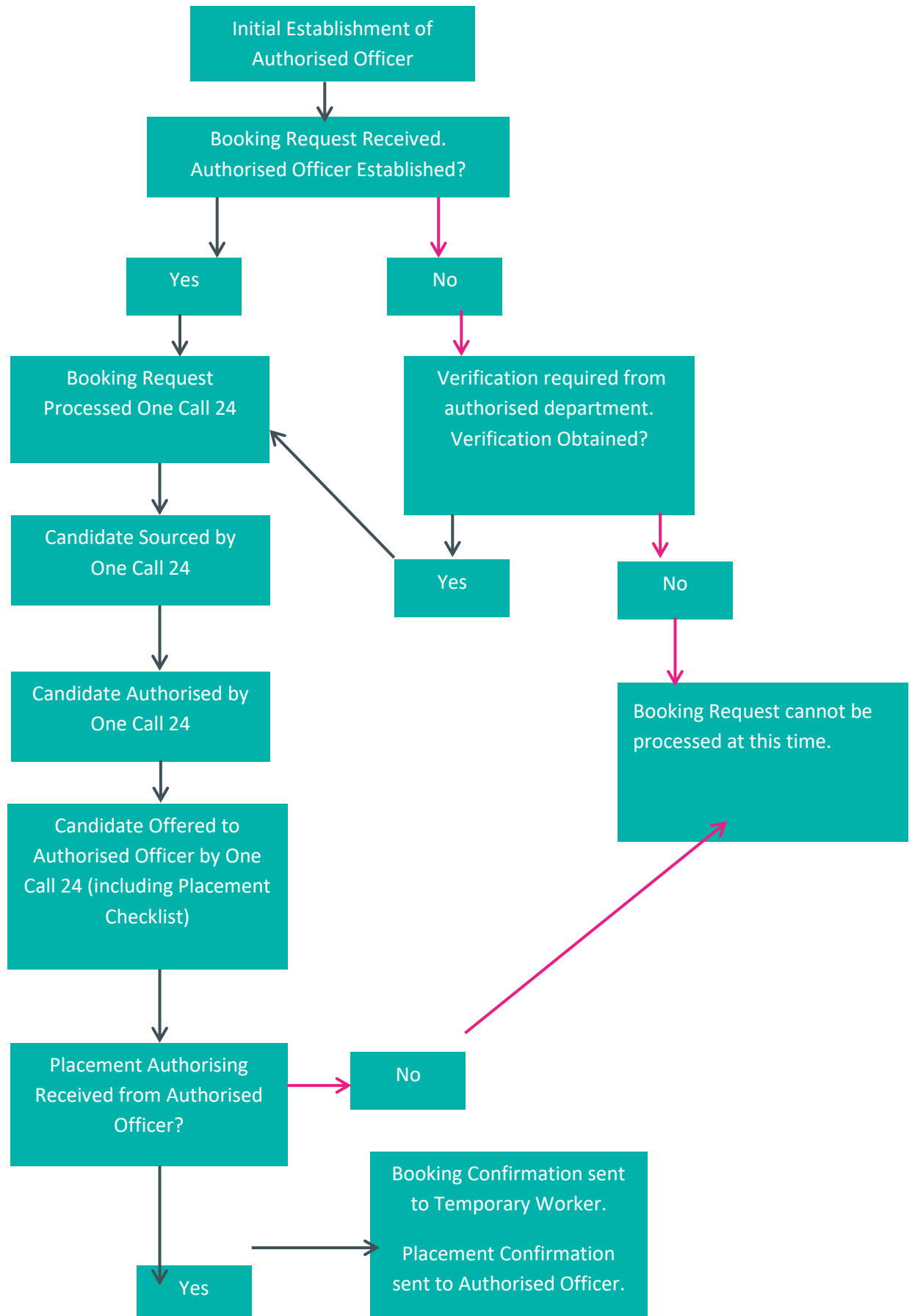
Where an authorised officer is changed or added to the list of authorised officers, OneCall24 will ensure confirmation is sought once again, from the Procurement Team (or authorised department).

If the booking request cannot be sufficiently verified by the person making the booking, 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:

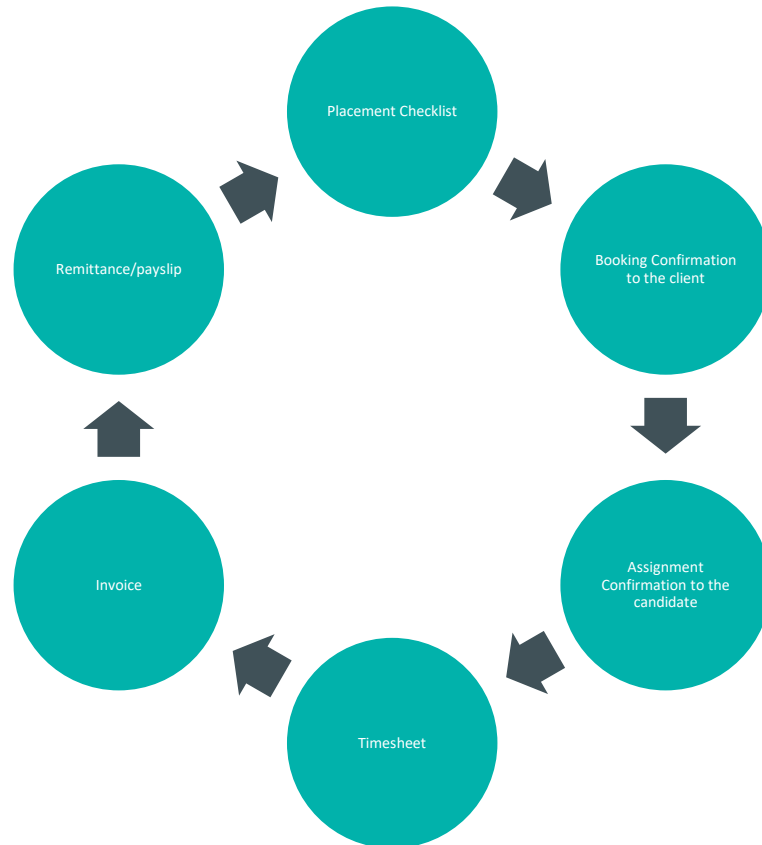
- Establishing the authorised officer(s) for that NHS Trust, public authority, or private client
- Receiving a booking
- Verifying and confirming the identity of the authorised officer
- Identifying and submitting a candidate to the position
- Confirming the placement with the authorised officer
- Confirming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

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.