## **Booking Process**

Policy Number	3
Version	4
Policy Contact	Matthew Betteridge
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Target Audience	Agency Workers
Approved by	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
- Confirming the booking with the candidate.

Initial Establishment

- One Call 24 approached by Authority to fill a shift.
- Email correspondance received from Authoriy Procurement Team confirming authorised officers(s) name within Trust (including email address)
- Authority set up on system, along with authorised officer(s), including password (if applicable)

Booking Reques

- Job specifications obtained including (but not limited too): job title; location; rate of pay; start time and end time; start date and end date; roles and responsibilities; client specific requirments.
- One Call 24 establish that booking(s) is/are being made by an authorised officer, with confirmation sought by the specified email address or designated password (previously provided and agreed with by the Procurement Team).

Identifying and Verifying Authorise Officer • Confirmation sought that the authorised officer is requesting the booking. Confirmation sought from either specified business email address and/or previously agreed password.

Indentity of authorised Officer

• One Call 24 establish that booking(s) is/are being made by an authorised officer, with confirmation sought by the specified email address or designated password (previously provided and agreed with by the Procurement Team).

ooking Reques

- Booking inputted into the system, against authority name and authorised officer.
- Correspondance updated within contact log and/or against booking.

Candidate Sourced

• One Call 24 will indentify a suitable candidate for the booking request, ensuring the candidate has the desired levels of expertise, skills and training as well as matching criteria such as: job title and level; experience; location; rate of pay expected and any other client specificic requirements stipulated.

Candidate Authorise

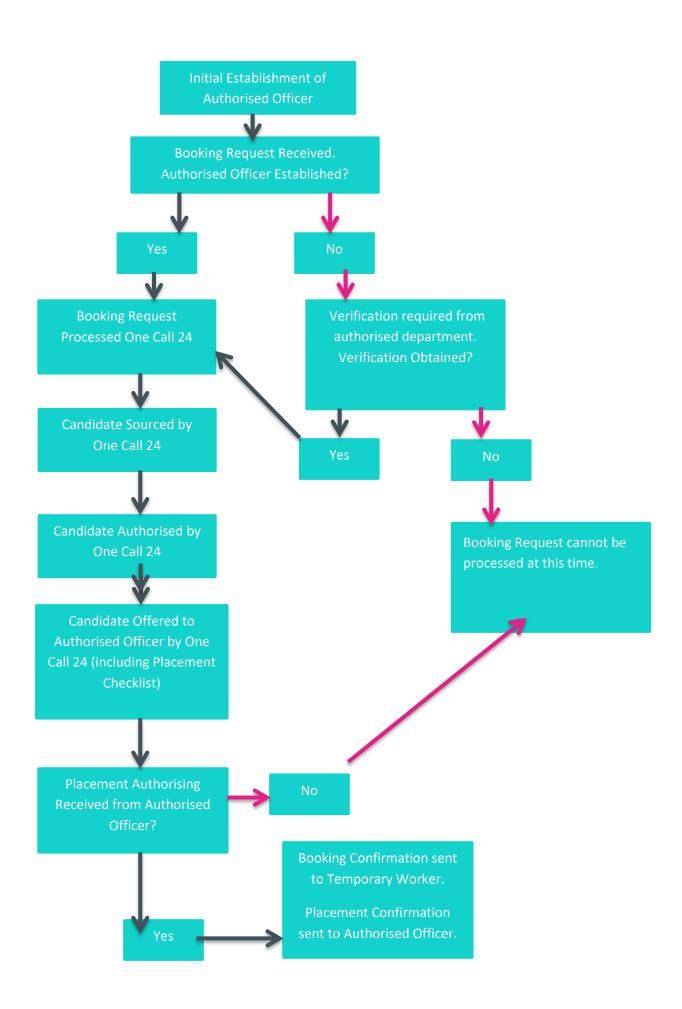
- Candidate file reviewed to ensure that all requirements set by the client have been met. This includes the compliance standards set, including (but not limited too): Identification, Eligibility to Work, DBS (including update service if applicable); training, professional registration, qualifications, fitness to work clearance.
- Sign off and second sign off made by the Compliance Team and HR

Sourced Candidate offfered to Authorised Officer

- One Call 24 supply to the Authorsied Officer the Temporary Worker Placment Checklist verifying and confirming the worker's: skills; expertise and various levels of compliance, including (but not limited too): training, professional registration, qualifications, fitness to work clearence.
- Worker File readily available for Authrosied Officer/Authority upon request.

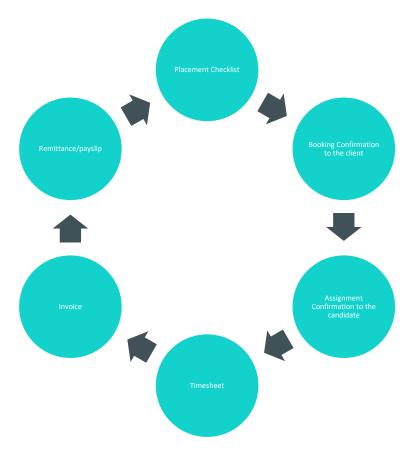
Placement

- Email confirmation or password confirmation sought from Authorised Officer, confirming booking is to proceed. Confirmation is then updated to the system.
- Email sent to Authorised Officer confirming details of candidate and compliance
- Communication to Temporary Worker via:phone, email, mobile messaging service confirming full placement details.



## <u>Audit</u>

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 sighing 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.