STEP 1: Provisional booking is made

Customer emails/phones or we make a booking internally (no internet booking)

**Page 1**

A form to collect the following information

* Course title (data come from page 2 below)
* Dates requested
* Select which trainer can provide the course on dates requested (this comes from page 3 and 4, with a filter from Page 5)
* Number of delegates requested (1:24)
* Clients venue address / or UK postcode of general location
* Clients Name, address, role, contact number
* Sales person
* Prices quoted / paid option
* Provisionally booked / confirmed option

**Page 2**

Course Database

* Name of course
* Summary of what the course includes
* Length of course
* Other related information (TBC)

**Page 3**

Trainer Calendar

* All Trainer overview - This is where we record our trainer’s availability
* Trainer Level – This is where each trainer records their availability. This requires the ability for them to be able to log on via the internet.

**Page 4**

Competency Database

Which trainers are qualified to give which training.

**Page 5**

Distance

* The distance between the course (uk postcode) and trainer home location (uk postcode)

STEP 2: Send to Trainer

Trainer is sent the details of the course, email trigger? (same data butnothing in red from above list)

* Plus a link to the training material to be taught. This will be held on the same software/server.

**Page 6**

A database of all the course material

* Trainer accepts / rejects the booking. This notifies Page 1 and triggers an email to staff letting them know.

STEP 3: Complete Training

* Trainer uploads records (delegate registration details with driving licence scan/photo)
* How many people were in attendance (1-24)
* Any class behaviour issues(free text)
* Any issues with training material (free text)
* Any issues with the venue (free text)
* Was the course audited (yes/no)

User types – all with online logon.

Full – has access to complete system

Trainer –

* has access and ability to edit availability to their own calendars
* information about the bookings
* course material links
* ability to upload completed training material / complete step 3 questions

Step 4 – Audit and close report

Each booking should start with a Page 1, go into the calendar (with all course material and links), get material uploaded at the end of the training. This will all be checked by the office team (once all complete (the files marked as closed)