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Re: Holland Safety - Training Bookings & Scheduling Procedure

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This procedure outlines the key steps in booking blended learning training options in Lot 4A and Lot 4B. The steps listed below are designed to simplify the booking process whilst ensuring that Holland Safety provides the framework client with all pertinent information.

These steps ensure that both the booking process and subsequent service delivery runs smoothly and that all expectations are met.

- Enquiries can be received in the following formats:
 - Telephone
 - Email
 - Website enquiry
- Irrespective of your inquiry method, you will be directed to our OGP Account Manager, who will personally handle your Enquiry or booking request. We will acknowledge correspondence within two (2) working days.
- If you are a new framework client, you will be advised to complete the Notification to Activate Services Form (NASF), OGP Framework Clients must complete, sign and submit a Notification to Activate Services Form (NASF) prior to the drawdown of services.
- The Key Account Manager will discuss your requirements and suggest the most efficient and cost-effective training option and then guide you through the completion of the relevant booking form.
- You will be advised of training dates to best suit your requirements. You will be offered either 'Intact' or 'Open Enrolment' Training Courses.
 - a. Intact = Participants in a given Training Course are from one Department / Public Service Body only
 - b. Open Enrolment = Participants in a given Training Course are from more than one Department / Public Service Body
- Our Key Account Manager will contact you with all relevant booking information and confirmation via email.
- The minimum number of participants in an "Intact" training group is five (5) for PHECC First Aid Responder and PHECC First Aid Responder Recertification courses, and the maximum number of participants is eight (8).
- We will ensure the lead time for the Training Course is a minimum of two (2) weeks and a maximum of four (4) weeks, unless otherwise requested by the OGP Framework Client.