



Our reference: **IA/00106/13**

**I would like to request a copy of your trainer bookings agreement which states trainer booking slots ,when and how we have to name our reference numbers, ie if we dont meet your deadline time what is the correct procedure, when and how you name our reference numbers, ie if you dont name our reference numbers what is the correct procedure.**

Please find attached at Annex A a copy of the current vocational trainer booking facility agreement.

A business can supply us with the correct candidate details by using the Online Booking System, where businesses will receive a notification of tests which need to be named in the near future, or a business can name the test by contacting the Customer Support Centre via telephone on 0300 200 1122, and by emailing or faxing a 'Trainer B' form to [Bookings@dsa.gsi.gov.uk](mailto:Bookings@dsa.gsi.gov.uk), fax 0300 200 1155. A copy of the 'Trainer B' form can be found at Annex B.

If a business does not submit a candidate name with the correct and valid details before the required time of 16.00pm on the required day; the test will be cancelled and the fee forfeited automatically. The business will be notified overnight on the Online Booking System, or if the business has not registered to use it via a letter. When the test is cancelled it will go back on the system and become available for anyone to book. If any trainer wishes to buy the test they must provide the details of the candidate at the point of booking. If the same business wishes to repurchase the test (if it is still available) they will be required to pay the full fee again.

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