

Safeguarding and Compliance Excellence

Ensuring Duty of Care for National Apprentice & Learner Programs

1. Vetted Hotel Sourcing and DBS Compliance



DBS Verification: We initiate, verify, and provide documents for DBS compliance for all participating hotels.



Hotel Outreach: Venues are assessed for allergy management capability, accessibility, and overall suitability for learners.



Sustainability Practices: We review every partner hotel for sustainability and professional business standards.

2. Proactive Triage and Risk Management



Hotel Service Issue



Resolved by tobook



Critical Welfare Concern



Immediate Client Escalation

Our team acts as a single point of escalation, reducing the administrative workload for your internal safeguarding leads.

Operational Resolution: Service issues (cleanliness, check-in, Wi-Fi) are resolved directly with the hotel by our team.

Critical Escalation: Only genuine safeguarding concerns—mental health crises, unacceptable behaviors, or serious illness—are escalated immediately to your leads.

24/7 Support: We operate continuous monitoring to ensure apprentices are supported at all times during their stay.

3. Audit-Ready Reporting and Transparency



Auditable Trail: Every amendment, cancellation, and non-arrival is logged with a clear code for transparency and reporting.



Real-Time Dashboards: Designated teams use live dashboards to view all bookings and manage welfare oversight.



Digital Feedback Loop: Automated links are sent prior to check-in to collect apprentice feedback.

4. The tobook Advantage



Proven Pedigree: Over 30 years experience, now supporting leading assessment education organisations and major automotive leaders.



Zero-Cost Model: Our service is delivered at no cost to your organization; we are remunerated by the hotels.



Enterprise Security: Hosted on secure Microsoft Azure infrastructure and fully GDPR compliant.

