



**National Highway Sector Schemes**



# **Administration and Registration of Training Courses and Assessments Document**

**Version 1 July 2024**

## **Who is this Guide for?**

This guide is for the administration processes and registrations of NHSS 10B and 12ABCD training courses and assessments for Training Providers, Instructors, Assessors and Administrators.

**Changes to how information is presented and requirements for all providers to deliver and register training and assessments as part of NHSS. All Providers are to review this document as part of their standardisation process.**

**The content of this document supersedes the information issued in previous documentation and replaces the NHSS Provider Document V8, specifically section 5.**

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# 1. NHSS Provider Administration Requirements

Welcome to the NHSS Administration Document. This guide outlines Lantra's expectations for NHSS Providers in managing NHSS Training and Assessments.

NHSS Providers are crucial in ensuring Learners understand NHSS and Lantra requirements before starting any training or assessment. Providers must screen Learners for suitability at the time of booking to ensure they meet the necessary criteria and prerequisites.

Providers are responsible for:

- Informing Learners about course aims, objectives, and duration.
- Advising on assessment and equipment requirements.
- Preparing assessment plans and conducting inductions to NHSS and Lantra standards.
- Explaining the end products available upon successful completion, such as Ecards, E-certs, Smartcards, and updates or upgrades to Ecards.

Effective delivery and submission of training and assessment registrations are vital for maintaining the quality and standards set by NHSS and Lantra. The following sections detail the expectations for paperwork submission, including governing rules and best practices.

If there are errors in paperwork or registration submissions, Lantra will notify the NHSS Provider. If errors cannot be corrected immediately, the application will be returned for correction. Consistent non-compliance with the rules may lead to a quality investigation, and potential actions could include:

- Highlighting issues to relevant departments.
- Implementing actions or sanctions.
- Removal of Direct Claims Status.
- Temporary suspension of NHSS training or assessment delivery.
- Revocation of Lantra membership.

## 1.1 NHSS Training Materials and Lantra Forms

NHSS Providers will be issued with the NHSS training materials, Lantra forms and guidance documentation to support delivery of any provisions they are approved for. It is the responsibility of the Provider Manager to secure these files and limit access to qualified Instructors, Assessors, Internal Quality Assurer/s and where applicable administration staff.

Lantra distribute the NHSS training materials and Lantra forms primarily to the registered NHSS Provider Manager, who is responsible for maintaining security of the materials and forms and notifying the relevant Provider staff of any updates to these electronic documents and files, ensuring that all appropriate personnel have access to the most current versions.

### **Important Note**

Training materials are not to be used for any other purpose other than NHSS delivery. Providers are not permitted to change, remove, or issue materials to third parties. NHSS training materials will be password protected preventing them from being modified.

When training materials are re-issued a Version Control Statement will also be present for the Providers to review to enable you to check that you have the latest documents on file. This is also located on our website at <https://www.lantra.co.uk/nhss-providers> under Lantra NHSS Training Materials Version Numbers followed by the latest issued date.

When an update is issued, they must replace the previous version and that older version deleted from your files, so that only the latest version is available to personnel. Physical printed versions must also be swapped over, and old versions destroyed/shredded as necessary.

## 1.1.1 Administration Forms

Much like the NHSS Training Materials, Lantra provides a series of in-house forms to Providers to enable them to apply for various NHSS items. These forms are also distributed to the Provider Manager and issued alongside a Lantra NHSS Provider Forms – Version Numbers list. You can always check for the latest versions on Lantra website at <https://www.lantra.co.uk/nhss-providers> under Lantra NHSS Provider Forms - Version Numbers followed by the latest issued date.

Most forms are self-explanatory, but the main forms are listed below, giving relevant information for each one.

### FRM-HAP-002 (Form 02) – Instructor / Assessor Application & Registration

This form is used to apply for a new NHSS Instructor or NHSS Assessor registration to be added to your Provider, or to update an existing NHSS Instructor and/or NHSS Assessor delivery skills. Full details of what is required for this form is included in the NHSS Instructor/Assessor Approval and Maintenance Document, but an example is shown below:



#### Application for Instructor/Assessor Approval/Registration

**Please refer to the current NHSS Instructor / Assessor Approval and Maintenance Document**  
All applicants must meet application requirements and pre-requisites before the application is submitted.  
The supporting evidence should accompany the application.

Please complete sections A,B,C,D and all relevant boxes below.

This form is to apply for (please tick appropriate box)

<input type="checkbox"/>	Approval for a new Instructor and / or Assessor
<input type="checkbox"/>	Approval for an existing Instructor and/or Assessor to add an additional skill or for re-approval of skill
<input type="checkbox"/>	Registration of an existing approved Instructor and/or Assessor to your Training Provider

#### Part A – To be completed by the Provider Manager (please use block capitals)

Provider name						
Provider ID number.						
Provider manager name						
Manager signature						
Provider email address						
Provider phone number						
Purchase Order number						

#### Part B – To be completed by Applicant Instructor/Assessor (please use block capitals)

Name						
Lantra ID No.						
Home address including post code						
Phone number				Mobile Number		
Email address						

## Form 07 – Course Notification

The Course Notification form is an important form for notifying Lantra of any NHSS Training or Assessment activity that you, as a Provider, are scheduled to undertake. We ask that this form is submitted at least 2 weeks before the event starts. Ideally it should be completed and sent to Lantra as far in advance as possible. We understand that sometimes opportunities arise at short notice or changes and cancellations can occur beyond your control, in such cases, please notify us at the earliest opportunity.

Providers are responsible for informing Lantra of any NHSS training and assessment they are activity you have planned, but we are flexible as we are aware that opportunities do sometime appear at short notice or works may be changed or cancelled outside of your own control, but we do ask to be informed at the earliest opportunity in circumstances such as these.

Providers are responsible for informing Lantra of any NHSS training and/or assessments they are scheduled to complete. Failure to do will result in quality assurance actions. Form 07 is easy to complete and an example with a table of information can be found overleaf for your reference.

### Form 07 Course Notification Associated Rules and Information

- 1 Must list the Training Providers full contact details as stated.
- 2 Each individual course or assessment must be listed complete with start and end date, instructor or assessor name, estimated attendees, venue address and start time.
- 3 For NHSS assessments only, the road number, junction and location of where the assessment is due to take place must be recorded here.
- 4 As per the statement on the form please complete and submit this form, whenever possible, 2 weeks prior to the events listed on the form and then sent by post or emailed to the addresses listed on the bottom of the form.

NHSS Course & Assessment Notification Sheet*							
<b>① Training Provider Name</b>		<b>Address</b>		<b>Contact Name</b>		<b>Telephone No.</b>	
<b>Training Provider Code</b>				<b>Email Address</b>			
Course/Assessment Information							
Start Date	End Date	Training Course/Assessment Type	Name Of Instructor/Assessor	No. of Learners	Venue Address (Include Postcode)	Road No. & Area (Assessment)	Start Time
<b>②</b>						<b>③</b>	

\* This form is to be completed for all scheduled training and assessment. All notifications must be sent to Lantra at least 2 weeks prior to the event.

**④**

Please return to: Lantra | Lantra House | Stoneleigh Park | Nr Coventry | Warwickshire | CV8 2LG or Email: [sector.schemes@lantra.co.uk](mailto:sector.schemes@lantra.co.uk)

## FRM-HAP-008 (Form 08) – NHSS Replacement Certificates, Smartcards & Ecard Upgrades Form

This form is used to claim replacement NHSS certificates or smartcards and FISS/CSCS cards which have been lost, misplaced, or damaged. Where applicable this form can also be used to upgrade a physical certificate or smartcard with an E-cert or Ecard, any applicant applying for these upgrades must also supply their email address so that the E-cert and/or Ecard can be issued to them, via Lantra's online portal. This form can be completed and submitted by Learners, Employers or Providers but the learner details and details of the person or company paying for the product must be supplied to enable Lantra to process the application accordingly.

If the request for a replacement NHSS certificate or smartcard is within 6 months of the original issue of the product, Lantra will contact the Provider it was issued to and confirm that it is okay to process the replacement. This is to ensure that where any certificates and smartcards withheld due to issues are catered for. If you are withholding products for longer than six months for any reason, please contact Lantra and inform them of the situation, so we can then prevent any replacement requests for the items flagged.

The form itself is self-explanatory, at the top of the form the relevant products can be chosen for NHSS 12 Smartcards, FISS/CSCS Smartcards, NHSS 12ABCD Certificates and NHSS 10B VRS certificates. For customised products please contact Lantra direct for replacements as the costs vary for each type and for Lantra Technical Awards and Qualification cards and certificates, there is a separate form available on our website located here <https://www.lantra.co.uk/contact> and click on the relevant button to download. Please also check the prices on the form or in the membership year fees list.

### Form 09 – 12ABCD Course Attendance Sheet

Form 09 is the Lantra issued NHSS 12ABCD course attendance sheet which can also be used to claim assessment awards to denote the product claimed (smartcard, smartcard update and smartcard add-on in the case of assessments). Primarily this form is used to record all NHSS 12 training courses, listing the provider, venue address, instructor and course dates and start/end times. It also records the learners in attendance, their details and signatures, the test scores/percentages, end result and the end product to be claimed. With the end product there are four options:

Tick Appropriate Product			
① Cert	② Smart Card	③ Ecard/ Update	④ Add On
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### Form 09 12ABCD Course Attendance Sheet Rules and Information

- Option 1 – Is for a Cert/E-Cert of attendance of the training course, this does not update the NHSS Ecard or Smartcard
- Option 2 – Is for a new physical Smartcard to be issued, where the learner does not already hold a current Smartcard
- Option 3 – Is for the issue of an Ecard or an Update to an existing Ecard or previously issued NHSS Smartcard
- Option 4 – Is for multiple skill claims at the same time for the same person, e.g. if someone completed TTMBBC and T1/T2 courses in quick succession and the registration paperwork were sent in together on the same PO, you would be charged for a Smartcard or Ecard for the TTMBBC and then an add-on for the T1/T2, so the attendance sheets must be marked and submitted accordingly.

Most of the required information is clearly outlined on the form for entry purposes, but on the next page a table explaining the items and an example form is shown.



## Form 09 12ABCD Course Attendance Sheet Rules and Information

1. Must list the course details, venue, instructor and provider names and ID numbers as stated.
2. Each learner in attendance must have their name, details and signatures entered in the spaces provided.
3. Once the learners have completed the course, the results and product claimed must be entered as appropriate to the registration.
4. Where additional information is needed, the instructor can enter or highlight this on the form as appropriate, such as a learner having to leave the course due to an emergency or if a re-sit is required.
5. If the course is observed or paperwork reviewed by an Internal Quality Assurer (IQA) they must sign and date this section.
6. In the notes there is a section to declare if your Provider has Direct Claims Status (DCS) or not. Newly approved Providers will not have this in place until Lantra's initial quality assurance measures are met but you will be informed of your company's current status by Lantra.



### Note to Learners:

Please be aware any information disclosed on this form may be viewed by other learners attending this course

NHSS 12ABCD Provider Learner Attendance Record													
Course/Assessment Type	Date(s)	Venue	Provider Name				Instructor/Assessor Name						
①													
Course Start/Finish Times (Day 1 & Day 2)	/		Provider Code				Instructor/Assessor Code						
Learner Information						To be Completed by Instructor							
Learner Name (Print clearly in block capitals)	Date of Birth (DD/MM/YYYY) or Lantra Card Number (if held)	Signature	End Test Score		End Test %age		Result (P)ass or (F)ail	Tick Appropriate Product					
			Test 1	Test 2	Test 1	Test 2		Cert	Smart Card	Ecard/Update	Add On		

GDPR note: Lantra will use and hold your data for 'Legitimate Interest' reasons to enable us to provide the relevant card or certificate. Your data may be shared with third parties for regulatory purposes or data validation. Your records of achievement will be held on Lantra's Quartzweb database which will allow the Lantra Training Provider to access your records of training achieved through Lantra. There may also be occasions when other interested parties may also access your records, such as regulatory compliance (OfQual) or external verifiers. Your data will not be used for marketing or profiling. Lantra and your provider are 'Independent Controllers' and are responsible for the processing of your data. Lantra will only request information necessary for us to be able to provide your certificate and skills card. Lantra will hold the data electronically for an indefinite period and in hard copy for a minimum of six years. Should you have any questions about your data please refer to your provider. Details of Lantra's privacy policy can be found at [www.Lantra.co.uk](http://www.Lantra.co.uk). By signing this document, you are accepting the management and storage of your data as described.

IQA Signature ⑤	Date	EQA Signature ⑥	Date
Please Note IQA & EQA signatures are mandatory for Providers without Direct Claims Status Does the Provider have Direct Claim Status? Yes/No			

Form 9 © Lantra V3 April 2023 (Public)

## Form 09a – 10B Course Attendance Sheet

Similar to Form 09, this form is used to specifically record training course events for NHSS 10B Vehicle Restraint Systems (VRS). The format is very similar to that of NHSS 12ABCD but has a few minor differences due to the way these courses are processed and applied to FISS/CSCS smartcards.

This form should list the provider and instructor details, venue address, course type, course dates and start/end times. It also records the learners in attendance, their details and signatories, the test scores/percentages, end result and the end product to be claimed. With the end product there are two options:

Tick option that Learner requires	
① Cert	Ecard
<input type="checkbox"/>	② <input type="checkbox"/>

### Form 09a 10B Course Attendance Sheet Rules and Information

- Option 1 – Is for a Certificate or E-cert of attendance of the training course completed, this does not automatically update any current FISS/CSCS card the learner holds.
- Option 2 – Is to add the 10B course completed to the learner's FISS/CSCS Ecard or smartcard.

Like Form 09 most of information that needs to be recorded is clearly outlined on the form for entry purposes, but an example is shown on the next page, correlating to the table of information below:

### Form 09a 10B Course Attendance Sheet Rules and Information

1. Must list the course details, venue, instructor and provider names and ID numbers as stated.
2. Each learner in attendance must have their name, registration number and signatures entered in the spaces provided.
3. Once the learners have completed the course, the results and product claimed must be entered as appropriate to the registration.
4. Where additional information is needed, the instructor can enter or highlight this on the form as appropriate, such as a learner having to leave the course due to an emergency or if a resit is required.
5. If the course is observed or paperwork reviewed by an Internal Quality Assurer (IQA) they must sign and date this section.
6. In the notes there is a section to declare if your Provider has Direct Claims Status (DCS) or not. Newly approved Providers will not have this in place until Lantra's initial quality assurance measures are met but you will be informed of your company's current status by Lantra.

See Example Form 09a overleaf.

**Note to Learners:**

Please be aware any information disclosed on this form may be viewed by other learners attending this course

**NHSS 10B VRS Provider Course Attendance Record**

Course Type	Course Date (s)	Training Venue	Provider Name		Instructor Name		
①							
Course Start/Finish Times (Day 1 & Day 2)	/		Provider Code		Instructor Code		
Learner Information			To be Completed by Instructor				
Learner Name (Print clearly in block capitals)	FISS/CSCS Registration Number	Signature	End Test Score	End Test %age	Result (P)ass or (F)ail	Tick option that Learner requires	
②					③	Cert	Ecard
						<input type="checkbox"/>	<input type="checkbox"/>
						<input type="checkbox"/>	<input type="checkbox"/>
						<input type="checkbox"/>	<input type="checkbox"/>
④						<input type="checkbox"/>	<input type="checkbox"/>
						<input type="checkbox"/>	<input type="checkbox"/>
						<input type="checkbox"/>	<input type="checkbox"/>
						<input type="checkbox"/>	<input type="checkbox"/>
						<input type="checkbox"/>	<input type="checkbox"/>
						<input type="checkbox"/>	<input type="checkbox"/>
						<input type="checkbox"/>	<input type="checkbox"/>
						<input type="checkbox"/>	<input type="checkbox"/>
						<input type="checkbox"/>	<input type="checkbox"/>

GDPR note: Lantra will use and hold your data for 'Legitimate Interest' reasons to enable us to provide the relevant card or certificate. Your data may be shared with third parties for regulatory purposes or data validation. Your records of achievement will be held on Lantra's Quartzweb database which will allow the Lantra Training Provider to access your records of training achieved through Lantra. There may also be occasions when other interested parties may also access your records, such as regulatory compliance (OfQual) or external verifiers. Your data will not be used for marketing or profiling. Lantra and your provider are 'Independent Controllers' and are responsible for the processing of your data. Lantra will only request information necessary for us to be able to provide your certificate and skills card. Lantra will hold the data electronically for an indefinite period and in hard copy for a minimum of six years. Should you have any questions about your data please refer to your provider. Details of Lantra's privacy policy can be found at [www.Lantra.co.uk](http://www.Lantra.co.uk). By signing this document, you are accepting the management and storage of your data as described.

IQA Signature	⑤	Date	EQA Signature	⑥	Date
Please Note IQA & EQA signatures are mandatory for Providers without Direct Claims Status Does the Provider have Direct Claim Status? Yes/No					



## **FRM-HAP-014 (Form 14) – TSCO Smartcard/Ecard/Update Application**

This form is used to claim the NHSS 12A TSCO (TSS) award. The full prerequisites required for TSCO category claim are listed on the form. When applying for a TSCO skill all supporting evidence (card reports, certificates, confirmation of pass) and payment details must be supplied as outlined on the form to ensure a successful application.

The application can be used to claim a new NHSS Ecard/smartcard where required or update an existing one. As some of the requirements to claim this skill requires courses that can be completed by other awarding organisations, it is important to include certificates of the awards or confirmation from the relevant awarding organisation to confirm completion and that certification is to follow.

Rules surrounding timescales and the types of accepted courses for Health & Safety and First Aid are found on the form itself. The rules for NHSS TSCO and Foreman courses are also included on the form; but you can seek further clarification in the rules of combination for TSCO.

Once all the requirements are met and form completed, it should be sent, with all the supporting certification and information, by email to [sector.schemes@lantra.co.uk](mailto:sector.schemes@lantra.co.uk) or posted to Lantra, Lantra House, Stoneleigh Park, Nr Coventry, Warwickshire, CV8 2LG.

## **FRM-HAP-023 – 12ABCD Instructor Application for Operative Smartcard/Ecard Skills Update**

This form is used to apply for NHSS Operative skills from NHSS Instructor status. In most cases the applicant Instructor must have held the NHSS skill previously and be a current NHSS Instructor in the skill claimed. Full details of what is required for this form is included in the NHSS Instructor/Assessor Approval and Maintenance Document.

## **FRM-HAP-024 – 10B Instructor Application for FISS/CSCS Card VRS Skills Update**

This form is used to apply for 10B VRS skills from NHSS 10B Instructor status. In most cases the applicant Instructor must have held the 10B skill previously, be a current NHSS 10B Instructor in the skill claimed and hold a relevant FISS/CSCS Ecard/smartcard. Full details of what is required for this form is included in the NHSS Instructor/Assessor Approval and Maintenance Document.

## **FRM-HAP-020 - 10B Customised Provision Course Submission Form**

This submission form is for any 10B Provider wishing to add a Proprietary System course to Lantra's 10B VRS course listings. The form must be completed by the Provider who wishes to deliver the course even if they are not the product owner.

All new 10B Proprietary System courses will need to be reviewed and approved by Lantra before delivery, although Pilot courses may also be scheduled for the Proprietor and Provider to review the course content from a delivery perspective and sign the course and instructors off. For Lantra to review these courses effectively, the training materials used for the course should be submitted alongside the form. This might include Product Manuals, Course Powerpoint Presentations, Course Handouts, Reference Documents, Product Schematics/Drawings, Practical Outlines, Test Papers and Product Information Sheets.

As well as new submissions this form can also be used to amend or update an existing approved 10B Proprietary System course. In this instance the form is completed as normal and the updated or new materials for the course can be sent in for review, much in the same way as a new course.

Once a course has been submitted Lantra will guide the Provider through the submission process and advise as necessary, however if the products need a technical review by a suitable 10B External Quality Assurer (EQA), the Provider will be charged accordingly. Current costing for new courses, amendments and EQA activity are listed in the form and the Lantra issued membership fees list.

## **FRM-HAP-022 – 10B Proprietor Observation Form**

This form is used for approved 10B Customised Provision courses, under specific conditions:

1. When the Proprietor of the system is reviewing a pilot course after the 10B System course has been approved, amended or updated.
2. When the Proprietor is observing an Instructor delivering that specific product for the first time.

Once completed, this report must be submitted to Lantra to ensure both the product course and Instructor are compliant with the Proprietor's requirements and specifications.

Please note:

This form is not used for site approvals. Site approvals are completed separately by the Training Provider delivering the course, the Proprietor, and the site that the system will be installed or made available.

## 1.2 Lantra Registration Pads and Logbooks

When NHSS Providers deliver successful courses and final assessments, it is necessary for Providers to use registration pads to submit to Lantra as an acknowledgement that the Learner stated on the form has completed a specified NHSS training and/or assessment, these registration pads are purchased directly from Lantra by email request.

Similarly, whenever a Learner is scheduled to start their assessment process, logbooks must be purchased and will then be made available in the E-portfolio system to enable any recorded evidence and successful events to be uploaded for each individual.

To order registration pads, the Provider needs to email Lantra's Awards & Certification team at [sector.schemes@lantra.co.uk](mailto:sector.schemes@lantra.co.uk). Logbooks can be ordered from the E-portfolio system which will automatically notify Awarding & Certification of your request. For confirmation of current registration pad and logbook prices, please refer to Lantra service fees list. Only NHSS Provider Managers or Administration staff are authorised to purchase registration pads and Logbooks.

### 1.2.1 Registration Pads

Registration pads are used to record and register successfully completed NHSS courses and assessments for Learners as part of the submission application to Lantra. Registration pads can also be referred to as the "Tri-Part" sheets because they are NCR sheets with three copies per completed form. The White copy must be sent into Lantra for registration, the Blue copy must be retained by the Provider and the Yellow copy must be given to the Learner on the day of the course or final assessment, as a provisional confirmation of successful completion, except for secondary marked courses and online courses.

For information on how the registration sheets should be completed and distributed by the Instructor or Assessor please refer to the notes included on the writing shield of the pads and guidance notes listed on each of the registration forms. There are three types of registration pad, as shown below:


Lantra Code	Pad Cover Colour	Pad Type	Item Description
QF249	Yellow	Registration of 12ABCD Assessment	For registering Learners who have successfully completed NHSS 12ABCD <b>assessments</b>
QF251	Blue	Registration of 12ABCD Training	For registering Learners who have successfully completed NHSS 12ABCD <b>training</b> courses or <b>refresher tests</b>
QF263	Green	Registration of 10B VRS Courses	For registering Learners who have successfully completed Lantra approved NHSS 10B <b>VRS training</b> courses

NHSS Providers should ensure that their approved NHSS Instructors and Assessors are fully completing the registration forms in an easy-to-read format. On the follow pages we show examples of each registration form and how Lantra expect these to be completed.


### 1.2.1.1 QF249 12ABCD Assessment Registration Form

QF249 forms must be submitted within 6 months of sign off date, example QF249 Form shown below:

③ QF249 No. XXXXXXXXXX



**Recognition of Assessed Competence Relating to  
Temporary Traffic Management for  
National Highway Sector Schemes 12AB/12C/12D**



**LANTRA  
AWARDS**

**LEARNER DETAILS** (Please complete in **Block Capitals**)

Surname ..... Forename(s) .....

Date of Birth ..... Postcode .....

Email .....

If you require any reasonable adjustments/additional assistance, please give brief details:  
.....

I confirm that the details given above are correct; Yes / No (Circle or delete to indicate)

Learner Signature ..... Card No (if known) ..... Date .....

Where an ecard is to be issued  
A passport quality photograph  
is required, please attach here  
or emailed to  
sector.schemes@lantra.co.uk  
alongside the registration  
paperwork.

Please attach with care as the  
photograph will be scanned for  
card production.

**APPROVED LANTRA ASSESSOR RECOMMENDATION**

I am satisfied that the assessments contained in **Logbook No(s) .** have been undertaken and successfully completed in accordance with the relevant National Highway Sector Scheme document and all practical assessments conducted on **UK roads**. I recommend that the above-named Learner should be issued with a registration certificate or ecard in NHSS Temporary Traffic Management in the following category/ies:      **12A/B**      **12C**      **12D**      **IPV**

Assessment Type(s) .....

The effective date(s) of assessment claim(s) should be .....

Assessor Name ..... Assessor Code .....

Assessor Signature ..... Date .....

Provider Name ..... Provider Code .....

Assistant or Observing Assessor/IQA/EQA Name ..... Code .....

Assistant or Observing Assessor/IQA/EQA Signature ..... Date .....

**QF249 Form Associated Rules and Information**

1. Must Contain Learner Name, Date of Birth, Email Address, Lantra ID Number & Signature and be dated
2. Where a smart or Ecard is claimed a passport type photograph must be either attached to the paperwork or sent electronically, clearly labelled and named, with the electronic registration submission
3. Unique QF Form Number
4. List the relevant logbook number completed for the learner to correlate the supporting submission paperwork
5. Highlight the scheme and list the relevant NHSS 12ABCD assessment award being claimed
6. List the effective completion date, in line with the final assessment, that the award should be claimed from
7. Must be completed and signed off by a registered NHSS Assessor approved to deliver the assessment type claimed and whom conducted the final assessment to sign off the claimed NHSS award
8. The NHSS Provider claiming the assessment award and their Lantra ID code should be entered here
9. Any assisting or observing assessor, IQA or EQA must countersign the form to valid the original assessor


**All NHSS 12ABCD & IPV assessment claims must be forwarded to Lantra for registration within 6 months**




### 1.2.1.2 QF251 12ABCD Training Registration Form

QF251 forms should be submitted within 2 months of the course date, example QF251 Form shown below:

③ QF251 No. XXXXXXXXXX



**Registration of Successful Completion of an Approved  
Off the Job Temporary Traffic Management Training  
Course for National Highways Sector Schemes  
12AB/12C/12D**



**LEARNER DETAILS** *(Please complete in Block Capitals)*

Surname ① ..... Forename(s) .....

Date of Birth ..... Postcode .....

Email .....

If you require any reasonable adjustments/additional assistance, please give brief details:  
.....

I confirm the details given above are correct; Yes / No (Circle or delete to indicate)

Learner Signature ..... Card No (if known) ..... Course Date .....

Where an ecard is to be issued  
A passport quality photograph  
is required, please attach here  
or emailed to  
[sector.schemes@lantra.co.uk](mailto:sector.schemes@lantra.co.uk)  
alongside the registration  
paperwork.

② Please attach with care as the  
photograph will be scanned for  
card production.

**APPROVED LANTRA INSTRUCTOR RECOMMENDATION**

I confirm the above named Learner has successfully completed a National Highway Sector Scheme Temporary Traffic Management Training Course detailed below and authorise the issue of a registration certificate or ecard where appropriate:

Scheme and Course(s) ④ .....

Venue ⑤ .....

Course Date ⑥ ..... Duration: Start ⑦ ..... End .....

Instructor Name ..... Instructor Code .....

Instructor Signature ⑧ ..... Course Date .....

Provider Name ⑨ ..... Provider Code .....

Assistant or Observing Instructor/IQA/EQA Name ..... Code .....

Assistant or Observing Instructor/IQA/EQA Signature ⑩ ..... Date .....

**QF251 Form Associated Rules and Information**

- 1 Must Contain Learner Name, Date of Birth, Email Address, Lantra ID Number & Signature and be dated
- 2 Where a smart or Ecard is claimed a passport type photograph must be either attached to the paperwork or sent electronically, clearly labelled and named, with the electronic registration submission
- 3 Unique QF Form Number
- 4 List the relevant NHSS 12ABCD training course or refresher test completed for the listed learner
- 5 Location where the training course or refresher test took place, this must correlate to the attendance form
- 6 Date the training course or refresher test was completed, if the course is longer than a day please list the first and last days of the course
- 7 The duration of the course or refresher test, the start and end time must be entered in this section
- 8 Must be completed and signed off by a registered NHSS Instructor approved to deliver the training
- 9 The NHSS Provider the course is delivered under and their Lantra ID code must be entered here
- 10 Any assisting or observing instructor, IQA or EQA must countersign the form to valid the original instructor

**All NHSS 12ABCD & IPV training/test claims must be forwarded to Lantra for registration within 2 months**



### 1.2.1.3 QF263 10B VRS Training Registration Form

QF263 forms should be submitted within 3 months of the course date, example QF263 Form shown below:

3 QF263 No. **XXXXXXXX**

**Registration of Training Achievement Relating to NHSS 10B for the Supply, Installation, Maintenance & Repair of Vehicle Restraint Systems**

**LEARNER DETAILS** *(Please complete in Block Capitals)*

Surname ..... Forename(s) ..... 1


Date Of Birth ..... Postcode ..... 1

Email .....

If you require any reasonable adjustments/additional assistance, please give brief details: .....

I confirm the details given above are correct; Yes / No (circle or delete to indicate)

Learner Signature ..... FISS Card No (if known) ..... Date .....



Where an ecard is to be issued A passport quality photograph is required, please attach here or email to [sector.schemes@lantra.co.uk](mailto:sector.schemes@lantra.co.uk) alongside the registration paperwork. 2

Please attach with care as the photograph will be scanned for card production.

---

**APPROVED LANTRA INSTRUCTOR RECOMMENDATION** *(Please complete in Block Capitals)*

I confirm the above named Learner has successfully completed training in accordance with NHSS 10B and should be issued with a Lantra Awards Registration Certificate or FISS/CSCS Smartcard for the Vehicle Restraint Systems specified below:

Instructor Name ..... Instructor Code ..... 4

Instructor Signature ..... Date .....

Provider Name ..... Provider Code ..... 5

Assistant or Observing Instructor/IQA/EQA Name ..... Code ..... 6

Assistant or Observing Instructor/IQA/EQA Signature ..... Date .....

Course Title: (tick appropriate boxes) Course Date(s) ..... to ..... 7

<input type="checkbox"/> VRS Foundation	<input type="checkbox"/> Multi/MaxiBloc Installer	<input type="checkbox"/> V6 Guard
<input type="checkbox"/> VRS Installer	<input type="checkbox"/> *P365 Safety Barrier	<input type="checkbox"/> Vecustop
<input type="checkbox"/> *NPSBS/Update	<input type="checkbox"/> *P365 Parapet	<input type="checkbox"/> *Varioguard Maintenance
<input type="checkbox"/> Asset/HSB Fundamentals	<input type="checkbox"/> *Pass & Co L1 & ESP+	<input type="checkbox"/> *Varioguard Permanent
<input type="checkbox"/> Asset TVRS Installer	<input type="checkbox"/> *Phoenix Parapet	<input type="checkbox"/> Varioguard Temporary
<input type="checkbox"/> BG800	<input type="checkbox"/> QMB	<input type="checkbox"/> *Versco VC
<input type="checkbox"/> *Colas VRS	<input type="checkbox"/> QuadGuard	<input type="checkbox"/> *Vetex Barrier
<input type="checkbox"/> *Deltabloc/SMA <span style="border: 1px solid black; border-radius: 50%; padding: 2px 5px;">8</span>	<input type="checkbox"/> Quest	<input type="checkbox"/> *Vetex Terminal
<input type="checkbox"/> *Ermes	<input type="checkbox"/> *SAB Gate	<input type="checkbox"/> *VGAN 500 - 1000
<input type="checkbox"/> HC350	<input type="checkbox"/> *Sicuro Parapet	<input type="checkbox"/> *VGSH 4000
<input type="checkbox"/> *H&S Brifen Wire Rope	<input type="checkbox"/> SMS+ Barrier	<input type="checkbox"/> *VGSN/H 500 - 2000
<input type="checkbox"/> *H&S Guardrail Systems	<input type="checkbox"/> *SN2 Parapet	<input type="checkbox"/> *VGSN 800
<input type="checkbox"/> Hardstaff TVRS Installer	<input type="checkbox"/> System Spengler	<input type="checkbox"/> *X-Tension P4
<input type="checkbox"/> Leonidas	<input type="checkbox"/> TAU	
<input type="checkbox"/> *Megarail	<input type="checkbox"/> *Tertu	

C = Certificate / F = FISS/CSCS Smartcard

Please note a smartcard will only be issued if they meet the criteria of the relevant level of card

\*These courses require VRS Installer, Core or Basic as a prerequisite

☐ ..... 9

\* Please only enter approved courses on this Paperwork will be returned if the course is not recognised

**QF263 Form rules are shown overleaf.**

### QF263 Form Associated Rules and Information

- 1 Must Contain Learner Name, Date of Birth, Email Address, FISS Card Number & Signature and be dated
- 2 Where a FISS/CSCS Ecard/smartcard is claimed a passport type photograph must be either attached to the paperwork or sent electronically, clearly labelled and named, with the electronic registration submission, alternatively this can be attached to the FISS/CSCS application form
- 3 Unique QF Form Number
- 4 Must be completed and signed off by a registered NHSS VRS Instructor approved to deliver the VRS training courses claimed
- 5 The NHSS Provider that the VRS courses were delivered under and their Lantra ID code must be recorded here
- 6 Any assisting or observing instructor, IQA or EQA must countersign the form to valid the original instructor
- 7 The first and last dates of the VRS training courses being claimed must be entered here, individual courses can be correlated to the corresponding attendance sheets
- 8 Tick all the appropriate VRS training courses that were delivered and are being claimed, the courses listed should be those which were delivered consecutively to avoid confusion and multiple date entries in section 7
- 9 Where a 10B VRS course is not in the listings of section 8, they can be manually entered in this section, however only Lantra approved VRS courses will be accepted

**All NHSS 10B VRS training claims must be forwarded to Lantra for registration within 3 months**

## 1.2.2 Online Logbooks

Logbooks are used by Lantra to present and record Learner assessment evidence against specific criteria, which vary depending on what award is being assessed. Here is a breakdown of the process:

### 1. Assessment Planning:

- Learners often need multiple observations to gain an award
- Approved NHSS assessors will complete assessment plans with Learners
- NHSS assessor and provider administers will schedule in learner assessment visits accordingly
- Assessment visits covering the same elements and unit criteria must be completed at least 14 days apart as per NHSS rules

### 2. Evidence Collation:

- NHSS Assessors are responsible for collecting Valid, Reliable, Authentic, Current and Sufficient (VRACS) evidence to support the claim for any units and enable full NHSS award claims where applicable
- The E-portfolio system holds various types of NHSS logbooks to electronically store assessment evidence, which can be referenced, checked and reviewed according to the Provider's quality assurance procedures and the required criteria of the award
- Assessors populate the logbook with evidence to demonstrate that the specific award criteria have been met

### 3. Final Assessment and Award Claim:

- Upon completion of the final assessment, Assessors must fill out a QF249 Assessment Registration Form
- The white and blue copies of the tri-part form are submitted to the Provider along with the relevant logbook pages for registration
- The yellow copy of the form is given to the Learner as a temporary document showing completion of the award until their smartcard or Ecard is updated
- The Provider must submit the NHSS assessment registration paperwork to Lantra, to claim the award

#### 4. Ordering Logbooks:

- NHSS Providers can purchase logbooks within the E-portfolio system
- Go to the “Order E-portfolios/Products” section, select the required logbooks, add the quantity and provide a purchase order number for the relevant costs
- More details on this process are available in the NHSS Provider Online Logbook Guide found in the user guide section of the E-portfolio system

The table below lists all the online logbook types currently available on the E-portfolio system and the cost (exclusive of VAT) of each type.

Product ID	Product Code	Product Name	Price
40187	12ABOL	12AB General Operative	£34
40215	12ABNDOL2	12AB General Operative Non-Driver	£34
40216	12ABDUOL2	12AB General Operative Driver Upgrade	£12
40188	12COPWWHS	12C Operative With or Without Hard Shoulder	£34
40197	12CWHSOL2	12C Operative With Hard Shoulder	£34
40198	12COPWHSUOL	12C Operative With Hard Shoulder Upgrade	£12
40196	12CWHSOL	12C Operative Without Hard Shoulder	£34
40199	12COPWHSUOL2	12C Operative Without Hard Shoulder Upgrade	£12
40202	12CSUWWOL	12C Supervisor With or Without Hard Shoulders	£34
40201	12CSUWHSOL2	12C Supervisor With Hard Shoulder	£34
40203	12CSUWHSUOL	12C Supervisor With Hard Shoulder Upgrade	£12
40200	12CSUWHSOL	12C Supervisor Without Hard Shoulder	£34
40204	12CSUWHSUOL2	12C Supervisor Without Hard Shoulders Upgrade	£12
40185	12DM1M2OL	12D M1/M2 RTMO	£34
40210	12DM1M2DTTSUOL	12D M1/M2 RTMO Driver and TTS Upgrade	£24
40208	12DM1M2DUOL	12D M1/M2 RTMO Driver Upgrade	£12
40205	12DM1M2NDOL	12D M1/M2 RTMO Non-Driver	£34
40209	12DM1M2TTSUOL	12D M1/M2 RTMO TTS Upgrade	£12
40206	12DM1M2WTT SOL	12D M1/M2 RTMO Without TTS	£34
40207	12DM1M2WTTNDOL	12D M1/M2 RTMO Without TTS Non-Driver	£34
40191	12DM3OL	12D M3 Dual Carriageways up to 40MPH	£17
40192	12DM3OL	12D M4 Convoy Working	£17
40193	12DM5OL	12D M5 Multi-Phase Signals	£17
40217	NHSS12IPVU1	IPV On Hard Shoulders	£17
40218	NHSS12IPVU2	IPV Live Lane on High Speed Dual Carriageways/Motorways	£17
40219	NHSS12IPVU3	IPV SVW Escort Vehicle	£12
40220	NHSS12IPVU4	IPV Static TTM for Low Speed Dual Carriageway	£12
40221	NHSS12IPVU5	IPV Underpinning Knowledge	£0
40225	12OLEMCC	Enhanced Mobile Carriageway Closure Operator	£34



When a logbook has been completed and is ready to be put forward for quality assurance, the Provider can allocate the IQA they wish to review the logbook. More details on how to do this can be found in the NHSS Provider Online Logbook Guide, located in the logbook system, or alternatively if you would like to organise a training session for your staff, please contact Lantra at [NHSS-highways@lantra.co.uk](mailto:NHSS-highways@lantra.co.uk) and express an interest in getting training for this system to go through functionalities of the system and how best to complete logbooks and allocate them to the relevant personnel. When an online logbook is ready for registration, this needs to be submitted to Lantra for registration via email ([sector.schemes@lantra.co.uk](mailto:sector.schemes@lantra.co.uk)) or by post (Lantra, Lantra House, Stoneleigh Park, Nr Coventry, Warwickshire, CV8 2LG). When submitting an online logbook claim you must supply the following:

Document	Note
QF249 Registration Form (White copy)	Must be fully completed by both Learner and Assessor, showing what the award claimed is and the correct completion date, which must be the last live assessment (see section 1.2.1.1 for more information).
Attendance Form	Contains the Learner and Assessor signatures, location and the appropriate end product to be claimed (see section 1.1.1 Form 09).
Progress Page	Found within the E-portfolio system. Contains the Learner's name and unique ID number, displays unit achievement completion, assessment documents, percentage complete and task check list (example shown overleaf).
Sign Off Page	Found within the E-portfolio system. Contains the logbook sign off dates for the Assessor, IQA (where applicable) and Training Provider. Note that these dates are not the completion dates as shown on the QF249 registration form (example shown overleaf).
Learner Photograph	This is included on the sign off page above but if claiming an NHSS smartcard/Ecard for the first time, you must supply a separate photograph to be used when issuing the required smartcard/Ecard.

### **Important Note**

From the first to last assessment date the Learner must complete all the unit criteria in the logbook. If any assessments go over 2 years, then those assessment(s) must be recompleted for the units claimed during the original assessment. If the Learner's relevant training expires before their final assessment, they must retake the relevant training before the logbook and assessments can be registered and processed accordingly.

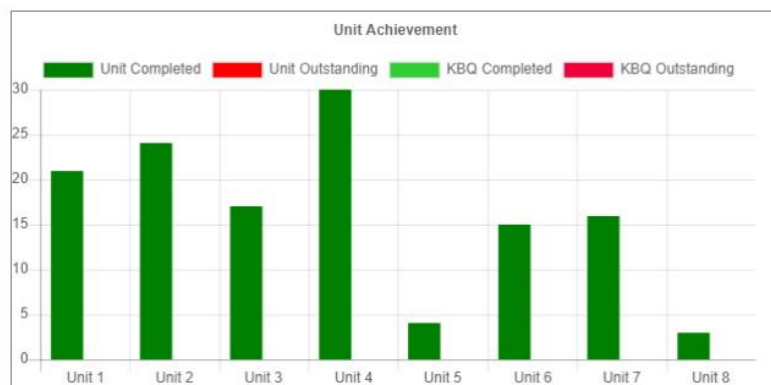
Example E-portfolio logbook 'Progress Page' and 'Sign off Page' are shown on the next page.

## Example Logbook Progress Page:

BRIAN TEST SAMPLE 1 - 12

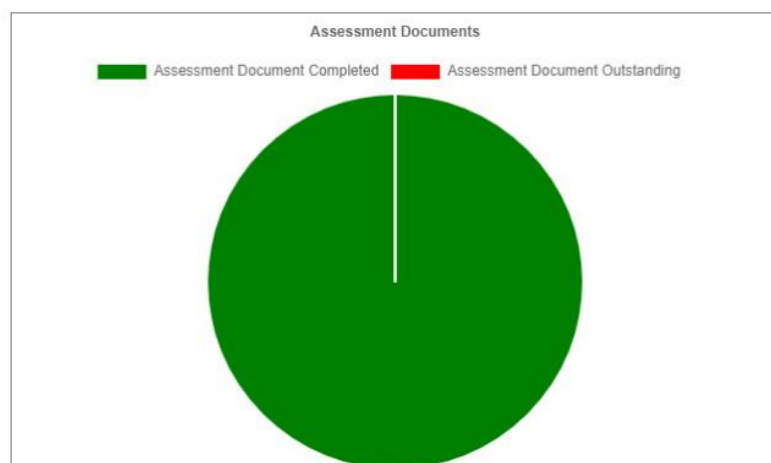


100% Complete



All tasks must be complete before the Logbook can be completed:

- ✓ Candidate Details
- ✓ Candidate Photo
- ✓ Pre-requisites Sign-off
- ✓ Assessment Documents



## Example Logbook Sign Off Page:

COMPLETE



Candidate Name : Brian Test Sample 1

Lantra ID : 12



### ASSESSOR - DATA ENTRY

- ☒ I confirm I am satisfied that the assessments contained in logbook "SS12AL1-0186" have been undertaken and successfully completed in accordance to the relevant National Highway Sector Scheme document and all practical assessments carried out on UK Roads.
- ☒ I will now insure that the QF249 Assessment Registration Form is completed and returned to the Training Provider Manager. Lantra need to receive this no later than 6 months from date of last assessment. You will no longer need to provide a photo with the form but attach a printed Sign-off document with the QF249.

Assessor Name : Andrew Hudson

Completed Date : 01/08/2019 **COMPLETED**

### IQA - SIGN OFF

- ☒ I can confirm I have verified the evidence contained within this logbook and have entered my feedback with the appropriate quality assurance decision.

IQA Name : Leah McLean

Completed Date : 13/08/2019 **APPROVED**

### TRAINING PROVIDER - SIGN OFF

Purchase Order Number \*

test test

- ☒ This logbook has met the assessment standard and internal quality assurance requirements expected by Lantra. As Training Provider Manager I am submitting this logbook to Lantra as completed.
- ☒ I will now send any physical documentation, including the QF249 form and printed sign off sheet completed at last assessment, to Lantra no later than 6 months from date of last assessment.

Training Provider Name : Lantra

Completed Date : 13/08/2019 **COMPLETED**

### 1.3 Checking and Screening of Learners

Providers are responsible for screening all Learners that undertake any training or assessment activity with them. Failure to appropriately screen Learners prior to events taking place can potentially result in rejected registrations, additional quality measures and in severe or repeated cases sanctions, removal of direct claim status and suspension of delivery of an award.

The table below gives an example of administration and activities that providers can utilise to check and pre-screen learners prior to the event. This should then ensure any registrations and award claims can be processed without problems and reflect the end product required by you and your clientele.

Step	Description	Activity
1	Identifying the appropriate course or assessment	Engage with the client, employer and/or learner to ascertain what NHSS Training/Assessment they require.
2	Recognition of Prior Learning	Most NHSS 10B & 12ABCD training and assessment have specific prerequisites, the Provider must check which skills each Learner holds, to ensure they have the correct credentials to attend. Providers can use online systems like Lantra's Quartzweb, Certificate/Card Checker on Lantra's website, or CSCS Smart Check App to check the Learners' NHSS credentials. Alternatively, you can ask for copies of cards and certificates or contact Lantra directly to check the Learner's history and clarify what skills they currently hold.
3	Rules of Combination	Once the Provider has identified the required training or assessment and checked the Learners valid skills, the rules of combination (found on our website under the Training Provider section) can be consulted to see if the prerequisites are met or if additional training and/or assessments are required.
4	Booking the Event	Once information has been gained and any prerequisites discussed the course or assessment can be booked with you and a declaration included to ensure they are aware of the prerequisites required and confirm that they meet those requirements.

## 1.4 Venue, Location and Facility Requirements

Providers can deliver NHSS training at their own premises or alternatively a specified address in relation to their clientele or customers. Regardless of where the training or yard assessments takes place the facilities must meet the minimum requirements. Some practical and assessment-based sites will require prior approval, such as NHSS 10B vehicle safety restraint systems or NHSS 12D centre-based assessments. Site assessments consist of on-the-job assessment so will take place on the works site.

### 1.4.1 Risk Assessment

When delivering training, the Provider must ensure that the Instructors delivering the course complete a risk assessment form before the training begins. Risk assessment forms will be requested and reviewed during NHSS annual reviews and as part of the sampling process. Failing to adhere to this requirement will be considered a health & safety risk, resulting in sanctions, quality measures and in severe cases suspension of Lantra membership.

### 1.4.2 Classroom Requirements

The Provider must ensure the classroom meets the minimum criteria for a course to be delivered. If the facilities do not meet the expectations the Instructor must not deliver the course and seek an alternative location.

The room and/or venue being used to deliver the training and end of course exam must have:

- ✓ appropriate heating, lighting, ventilation, a supply of electricity, protected from outside noise.
- ✓ tables and chairs for every Learner
- ✓ access to paper, pens and calculators for learners as required.
- ✓ access to toilet facilities.
- ✓ access to hot and cold drinks.
- ✓ an ability to clearly display the training course to the Learners, via a projector or screen.
- ✓ access to flipchart and/or whiteboard with appropriate marker pens.

### 1.4.3 Exam/Test Conditions

The Instructor must ensure that all exam/test conditions are met and maintained at all times, or the exam/test must not take place or be stopped as appropriate. Specific exam/test requirements are contained in the course materials, but you must ensure:

- ✓ at least a one metre distance between each Learner in all directions
- ✓ exam/test papers must be issued to the Learner face down and should only be accessed by all Learners in attendance upon instruction.
- ✓ The Instructor is required to ensure the security of the test papers and materials before, during and after the examination
- ✓ all exam/test papers are handed in complete with names, dates and times
- ✓ no digital devices are allowed during the examination unless stated in the Instructor guidance notes
- ✓ Learners must remain quiet and not talk to any other Learner during the exam/test
- ✓ if a Learner wishes to ask a question, they must raise their hand and speak with the Instructor only
- ✓ Learner must be aware of the exam/test duration, and either be given access to the time or be given notification at intervals as to the remaining time before the examination finishes
- ✓ Learners who complete the exam/test before the end of the stated time, must either leave the room as quietly as possible or remain seated in silence until the end of the stated time
- ✓ Instructors must always invigilate and be present during the exam/test

- ✓ Learners should not cause any unnecessary distractions or obstructions during the exam/test
- ✓ Learners are permitted to use the appropriate reference materials were stated
- ✓ Once an exam/test paper has been handed in, it is deemed to be completed and cannot be reissued

Any Learners in breach of the exam conditions must be expelled with immediate effect. The Instructor must record on the attendance sheet and Learner registration form of the expulsion. The Instructor is responsible for contacting Lantra and the Provider Manager after the exam has concluded to report the incident.

## 1.5 NHSS Online Proctored Courses and Tests

Lantra launched NHSS 10B and 12ABCD online training courses in April 2020 to help Providers deliver training courses remotely. The course content and tests remain the same as the face-to-face counterparts but are delivered through online systems. The courses must be delivered in a controlled environment with a proctored solution for the end of course test. The proctored exam process must be checked and verified to ensure the Learner participating has completed under the correct exam conditions, as to maintain quality assurance throughout the process.

Once approved as a NHSS Provider you will be sent access to Quartzweb and the training materials. Quartzweb is the platform you need to book NHSS online courses and tests with and allocate the necessary Instructor for those courses. There is no additional charge for having online training courses in your Provider and Instructor listings, but there is an additional charge per proctored test booked, please refer to the Lantra fees list for the current costings.

There are several guides and videos on Quartzweb to help you navigate the system and start booking online courses and proctored exams, you will need to ensure your Instructors are aware of the delivery mechanism and platform used in online course and test delivery. Information is also issued out to Learners participating in the courses and tests, including how to log on to the test platform, although information and a link to this is emailed to them, joining instructions for proctored tests will also need to be sent to them depending on what software you are using to deliver the course. For more information in relation to this please refer to the guides in quartz or contact our Customer Service Team on Lantra's main number or email [awards@lantra.co.uk](mailto:awards@lantra.co.uk).

### What courses are currently available for me to deliver online?

Due to the nature of some tests and courses not all are available online, but the table below shows those that are currently available:

<u>NHSS Course</u>	<u>Course Code</u>
Temporary Traffic Management Basic Course (TTMBC)	6344
12D T1 Moving Works Operative Course	6338
12D T2 Static Works On Single Carriageways Course	6339
12D T3 Static Works On Low Speed Dual Carriageway Course	6340
12D T4 Convoy Working Operative Course	6341
12D T5 Multi Phase Traffic Signals Course	6342
12AB General Operative Course	6343
12 Impact Protection Vehicle Course	6335
10B Foundation Course	6334
10B Installer Course	6337



12D M1 Refresher Test	6347
12D M2 Refresher Test	6348
12D M3 Refresher Test	6349
12D M4 Refresher Test	6350

## 1.6 NHSS Test Papers

All NHSS training courses include an end of course exam. Unless the course is an online proctored or an online refresher exam the test papers must be marked by the Instructor on the day of the course with the result being issued to the Learners on the day. 12B LTMO, 12A Foreman and 12A TSCO test papers are an exception to this rule. Currently LTMO and TSCO required to be marked by both the Instructor and externally marked by an independent marker assigned by Lantra prior to the result being issued to the Provider, while the 12A Foreman test paper is only marked by an independent marker assigned by Lantra.

### 1.6.1 12A Foreman, 12B LTMO and 12A TSCO Test Papers

Instructors delivering 12B LTMO and 12A TSCO courses must mark the test paper in the normal manner, then secure and issue the original test papers to the Provider to take scanned copies before they issue all original test papers to Lantra for secondary external marking. 12A Foreman test papers are not marked by the instructor of the course, and once complete, the papers must be scanned accordingly before the original test papers are sent to Lantra to allocate for independent marking.

Lantra will arrange these papers to be externally marked and then confirm with the Provider the primary mark, secondary mark and the overall average result. Where results fall within the range of 70% - 74.9%, they are eligible for automatic feedback from the external markers.

If there is a variance of 10% or over between Primary and Secondary Markers, the Markers are to discuss the difference in score to come to an agreement before Lantra informs the Training Provider of the result. If no agreement can be made between the markers, the test paper should be sent to a Tertiary Marker and a percentage worked out from the results of the three markers.

Providers must not keep copies of the test papers for longer than necessary, so once the final results are received from Lantra, Providers **must** delete any scanned copies of the test papers from their files.

The course registration paperwork is not required at the stage of submitting test papers for external marking but once the results are confirmed by Lantra, the Provider must then make the necessary training registration claims for those who passed. All test papers issued to Lantra must be sent recorded delivery. Upon receipt, the test papers will be submitted to an external marker. All test papers must be submitted to Lantra regardless of the initial mark. Lantra will not send test papers with an initial mark of lower than 60% for secondary marking unless the Provider requests this. Only test papers sent for external marking will be chargeable to the Provider, please see Lantra's fees list for more information on costs.

Lantra will distribute results to Providers by email, listing the course type, date, Learners in attendance, Instructor and the results. In addition to this Lantra will also supply the marking grid in the form of a spreadsheet to show the marks for each question for review purposes.

The Provider is then responsible for informing the relevant Learners of their final result. If the Learner contacts Lantra directly for the test result Lantra will not provide this information, instead the Learner will be directed to the Provider for the result. Once the Provider is informed of the results, they are required to submit the course registration paperwork for the Learners that achieved the required pass mark.

Where Learners complete LTMO and Foreman tests but are unsuccessful they do have the opportunity to claim their 12AB Operative status if they scored 75% or above on the multiple-choice (MC) questions of the test papers. To claim this award instead, you need to submit the attendance sheet and QF251 registration form clearly marked for 12AB Operative claim and where appropriate evidence of the MC percentage mark.

The original test papers for LTMO, Foreman and TSCO will be retained and stored by Lantra in line with our policies.

## 1.7 NHSS Administration and Submission Process

Delivering NHSS training and assessment for Lantra requires a specific administration and submission process, guided by the NHSS rules of combination. Each training course and assessment must meet these specific requirements to be successfully submitted and registered with Lantra.

The following tables outline the necessary documents for registration to prevent rejected applications and queries. When making a submission, it is crucial to reference the rules of combination for NHSS courses and assessments to ensure the Learners have met the appropriate registration criteria. Additionally, an administration check list is provided in the annex section of this document for your use.

### All NHSS 12ABCD Training Courses, including:

**TTMBC, Gateperson, EMCC, IPV, 12AB General Operative, 12B LTMO, 12A Foreman, 12A TSCO, 12C Operative, 12C Supervisor, 12D T1, T1/T2, T3, T4, T5, M6 RLMO, M7 Client Officer/Manager**

<u>Document Name</u>	<u>Additional Information</u>
<b>Attendance Sheet</b>	NHSS Form 9, one per course to show results and end product claimed
<b>Registration Form</b>	QF251 Training Registration Form, white top sheet only. One per successful Learner
<b>Candidate Photograph</b>	Passport quality photograph required only if a smartcard/Ecard is to be issued. Each photograph should be clearly labelled with the Learner name.
*Training courses should be submitted to Lantra within 2 calendar months from the last date of training, if a submission goes over this date, please inform Lantra, so a resolution can be made before submission.	

### Impact Protection Vehicle (IPV) Assessment categories

<u>Document Name</u>	<u>Additional Information</u>
<b>Attendance Sheet</b>	NHSS Form 9, to show end product claimed
<b>Registration Form</b>	QF249 Assessment Registration Form, white top sheet only. One per successful Learner
<b>Progress Page</b>	Printable page from the E-portfolio system as shown on page 20
<b>Sign Off Page</b>	Printable page from the E-portfolio system as shown on page 20
<b>Candidate Photograph</b>	Passport quality photograph required only if a smartcard/Ecard is to be issued. Each photograph should be clearly labelled with the Learner name.
*Assessments should be submitted to Lantra within 6 calendar months from the last assessment date, if a submission goes over this date, please inform Lantra, so a resolution can be made before submission. In the case of IPV claims both Training & Assessment can be claimed at the same time in some instances.	

**NHSS 12D Refresher Tests, including: 12D T1, T2, T3, T4, M6 RLTM0**

<b><u>Document Name</u></b>	<b><u>Additional Information</u></b>
<b>Attendance Sheet</b>	NHSS Form 9, one per course to show results and end product claimed
<b>Registration Form</b>	QF251 Training Registration Form, white top sheet only. One per successful Learner, this should be signed off by an approved instructor for the course test and marking the test paper or an approved instructor for the course if the test is online.
<b>Candidate Photograph</b>	Passport quality photograph required only if a smartcard/Ecard is to be issued. Each photograph should be clearly labelled with the Learner name.

\*Training courses should be submitted to Lantra within 2 calendar months from date the test was completed successfully, if a submission goes over this date, please inform Lantra, so a resolution can be made before submission.

**All NHSS 12ABCD Assessments, including:****12AB General Operative, 12C Operative & Supervisor, 12D M2/M3/M4/M5 Modules, EMCC Operator**

<b><u>Document Name</u></b>	<b><u>Additional Information</u></b>
<b>Attendance Sheet</b>	NHSS Form 9, to show end product claimed
<b>Registration Form</b>	QF249 Assessment Registration Form, white top sheet only. One per successful Learner
<b>Progress Page</b>	Printable page from the E-portfolio system as shown on page 19
<b>Sign Off Page</b>	Printable page from the E-portfolio system as shown on page 19
<b>Candidate Photograph</b>	Passport quality photograph required only if a smartcard/Ecard is to be issued. Each photograph should be clearly labelled with the Learner name.

\*Assessments should be submitted to Lantra within 6 calendar months from the last assessment date, if a submission goes over this date, please inform Lantra, so a resolution can be made before submission.

**All NHSS 10B VRS Training Courses, including:****10B Foundation, 10B Installer, NPSBS & Proprietary Systems**

<b><u>Document Name</u></b>	<b><u>Additional Information</u></b>
<b>Attendance Sheet</b>	NHSS Form 9a, one per course to show results and end product claimed
<b>Registration Form</b>	QF263 VRS Registration Form, white top sheet only. One per successful Learner
<b>Candidate Photograph</b>	Passport quality photograph required only if a smartcard/Ecard is to be issued. Each photograph should be clearly labelled with the Learner name.

\*10B Training courses should be submitted to Lantra within 3 calendar months from the last date of training, if a submission goes over this date, please inform Lantra, so a resolution can be made before submission.

Although the minimum requirements are listed in the tables above, Lantra reserve the right to ask for additional information and paperwork to support registration claims as and when appropriate. It is important that Provider Administrators learn and know what paperwork and information is required as repeated submission errors will be flagged to Lantra's Regulatory Compliance team and may result in quality measures placed on the Provider to monitor or resolve ongoing issues.

### **\*Important Note**

Any paperwork that cannot be supplied to Lantra within the stated timeframe for training/assessment type must be communicated to Lantra immediately, as late submissions can and may be rejected by Lantra. If the submission paperwork is within 12 months of the date of training or assessment, Lantra will normally request as a minimum:

- An explanation as to why there has a delay in submitting the paperwork
- An Internal Quality Assurance (IQA) Report of the submission paperwork

Where submissions go over 12 months from the date of training or final assessment, Lantra will request further quality assurance measures, which may include but is not limited to:

- A written explanation of events surrounding the submission and registration paperwork
- Confirm if there are any mitigating circumstances in relation to the submission
- An Internal Quality Assurance (IQA) Report of the submission paperwork
- A Technical EQA review of the training and/or assessment evidence, which may be charged for
- Removal of direct claims status as an NHSS Provider
- Quality assurance measures and reviews
- Sanctions and suspensions in delivery of certain awards

Where smartcards and Ecard applications claimed for the first time, Providers must ensure a passport quality Learner photograph is attached. All photographs submitted to Lantra must clearly state the following “This is a true likeness of (name)” and dated. Lantra will also accept digital photographs which must clearly state the name of the Learner and their Lantra identity number. All digital photographs must be emailed to [sector.schemes@Lantra.co.uk](mailto:sector.schemes@Lantra.co.uk) with a covering email detailing the course details to correspond with the submitted paperwork.

If the paperwork supplied to Lantra for registration purposes is rejected due to missing items, then Lantra will notify them of the missing item(s)/requirements and the Provider will have 7 working days to action this request or Lantra will ask the Provider to resubmit the registration application once they have the correct items available, unless otherwise stated by the Awarding & Certification team.

### 1.7.1 Photograph Quality for Smartcard/Ecard Submissions

The Provider should always submit passport quality and size photographs to include with the Learner's training or assessment paperwork when claiming NHSS smartcards or Ecards.

Lantra can accept digital photographs if they are of the same quality and size as passport photographs. This can be in the form of a 'selfie' from the Learner however these must conform to the Lantra requirements for submitted photographs. Images sent for use of claiming a card should be in a Jpeg format where possible. iPhone users will need to convert their pictures to this format as we are unable to use those in the *heic* format.

If the photograph is not of a quality required to issue a card, Lantra will not accept it and the application will be rejected and the provider notified that suitable photograph or image is supplied.

Learner photographs may be rejected if:

- The image is creased or worn
- Appears to be an old image of the individual
- The image is damaged or corrupted
- In a format that we cannot access, convert or utilise on our systems
- The Learner is obscured, covered or does not clearly show their face
- The Learner is not forward facing
- The Learner's face is partially concealed by accessories such as sunglasses, face masks, hats, bandanas, scarfs and visors.
- The image of a small resolution or is blurred
- The image is black and white or is discoloured
- Images has lines or pixelation that obscures all or part of the learners' face
- Shows unnecessary logos or advertisements in the image
- Has watermarks or stamp markings that obscure the Learner
- Has inappropriate backgrounds behind the Learner image
- Image appears to be of someone other than the person named

#### **Rejections**

Where a Learner photograph is missing or is not of a suitable quality for card production, Lantra will not register the Learner's course or assessment. The Awarding and Certification team will contact the Provider directly with a request to resolve the issue. The Provider will have 7 working days from this request to submit a photograph of good quality, if this has not been actioned, then Lantra will request that the Provider resubmits the paperwork once the photograph has been acquired.

#### **Important Note**

It is the responsibility of the Provider to ensure that all registration for Learners requiring cards supply an image of a suitable quality and is of a true likeness of them. The image is used as proof of the identity of the Learner when issuing cards and for use with temporary documents such as the QF forms.

The Provider should either be supplied with a photograph of the Learners prior to any training or assessment claiming a card as part of the screening process or they must ensure they take a photograph of the Learner during the course/assessment for internal records, ready to supply to Lantra for NHSS card claim.

## 1.8 NHSS 12ABCD and 10B Rules of Combination

Providers, Instructors and Assessors are required to have an excellent working knowledge on the NHSS rules of combination. If a course or assessment is recommended which is not suitable for the Learner, the application will not be registered by Lantra and rejected. The Provider will be responsible for correcting the error and offering the Learner the correct provision. Repeated errors will lead to the Provider losing Direct Claim Status and potentially suspension of membership.

To aid in the understanding and application of the NHSS 12ABCD and 10B rules of combination (ROC), Lantra have compiled a series of tables to show each course and assessment mapped out with prerequisites, rules and variations. If you are new to NHSS 12ABCD or 10B in administration or general rules, it is advisable to refer to these tables when reviewing Learner training and assessment requirements and requests. The NHSS 12ABCD and 10B rules of combination are constantly reviewed and updated so it is vital to keep up to date with the latest information and decisions by Lantra and the relevant NHSS. The most current version of the rules of combination are available on our website under the Sector Schemes (NHSS) and Training Provider tabs (<https://www.lantra.co.uk/national-highway-sector-schemes-nhss/training-providers>) just click on the Rules of Combination file link. If you need further clarification or explanation of the how the rules for NHSS are applied, you can contact Lantra for advice.

If you like to suggest an amendment to the rules of combination for NHSS 12ABCD or 10B, you are able to appeal directly to the appropriate NHSS committee. To submit an appeal, you need to use the J1 form, from the appropriate NHSS Document. The sector scheme documents can be located on Lantra's website under NHSS and the schedule of supplier's section and as per the form submitted via post or email to the addresses listed below.

### Post to:

NHSS & Highways Team  
Lantra House  
Stoneleigh Park  
Nr Coventry  
CV8 2LG

E-mail to: [NHSS-highways@lantra.co.uk](mailto:NHSS-highways@lantra.co.uk)

## 1.9 NHSS and FISS/CSCS Ecards and Smartcards

Lantra launched NHSS Smartcards in late 2017, replacing the previously printed skill cards. The first version of the smartcard was issued as separate level and schemes, for Labourer, Trainee, Skilled Worker, Supervisor, Manager and AQP, and also issued as 12A/B, 12C and 12D separately.

At the start of 2019 Lantra implemented NHSS 12 One Smartcards as Lantra consolidated all NHSS 12ABCD skills onto a single Smartcard. This removed the need for skills to be divided by scheme or skill level, making it easier for Learners to manage and identify their skills.

The benefits of using NHSS Smartcards:

- Learner can check their skills using their desktop or smartphone app
- Learners can share their skills electronically with site managers and employers
- Reduction in the number of cards being issued per Learner
- They include a CSCS endorsement
- Online card checker can be used to verify skills without the need to physical scan a smartcard.

All Lantra Smartcards come with a chip, this can be read by a downloadable app. To access the app, this is located in the Google Play Store or App Store, the app is free of charge to download. More information on the CSCS Smart Check app can be found on CSCS website at

<https://www.cscs.uk.com/checkcards/cscs-smart-check/>

In April 2022 Lantra started the use of FISS/CSCS Ecards, followed by NHSS12 Ecards in September 2022, and fully launched in April 2023, this functionality basically issues an electronic FISS or NHSS card which can be downloaded to any mobile or smart device via Lantra's online Learner portal. In this instance Ecard reports will be directly sent to the learner on achievement via an email. This email will notify them of their NHSS achievement and give guidelines on how to set up their Lantra account and download any Ecards.

When Lantra process Ecards, they will also send to the provider an email confirmation, an order sheet and copies of the Learner Ecard reports for reference and checking purposes.

### 1.9.1 NHSS 12ABCD Smartcard Summary Reports

On occasions Lantra will issue card summary reports listing a specific learner's NHSS skills and credentials. These reports are normally in adobe pdf format and will show a snapshot of the skills at the time it was created.

This report can be used as a temporary document in instances where the smartcard cannot be read, as evidence of the learner's skills. The go smart service has been withdrawn as from the 31<sup>st</sup> of March 2024 but Learner skill can be checked on Lantra website at <https://www.lantra.co.uk/LantraCardChecker>.

This report shows the learner's card, ID number, card expiry, the current skills on the electronic card, what level they are (Trainee, Skilled Worker, Supervisor, etc.) and when they expire.

It also shows when the card was last updated. This is quite important because if you have reason to believe any skills have been added or taken away from a Learner, this date can be checked and where appropriate an update requested.

An example of this report is shown on the next page.



## CARD SUMMARY



**I M Sample | 48332**  
TTM



TRAFFIC MANAGEMENT CERTIFICATION SCHEME



I M Sample  
Reg: 48332



NHSS 12



Expires End:  
May 2032

Keep your skills current and your card with you at all times

To check your skills please scan the chip using GO SMART  
[www.gosmart.co.uk](http://www.gosmart.co.uk)



Lantra retains the right to withdraw this card  
Lantra House, Stoneleigh Park, Coventry, Warwickshire, CV8 2LG  
Tel: 02476 696996 Email: [sector.schemes@lantra.co.uk](mailto:sector.schemes@lantra.co.uk)

### Core Data

Issued To  
**I M Sample**

Issued By  
**Lantra**

Scheme Number  
**48332**

Card Type  
**NHSS 12**

Issued Date  
**11-May-2022**

Expiry Date  
**May 2032**

Last Updated  
**17/08/2022 14:54:59**

### Other Data

12C Operative (Trainee) (08-08-2024)  
TTMBC (Trainee) (10-12-2022)  
12C Supervisor Without Hard Shoulders  
(Supervisor) (27-06-2028)  
12C Operative With Or Without Hard Shoulders  
(Skilled Worker) (19-12-2027)  
12C Planning Officer Non-Supervisor (AQP)  
(12-10-2027)  
12C Supervisor With Hard Shoulders  
(Supervisor) (26-06-2028)  
12C Planning Officer (Supervisor) (28-06-2028)  
12C Supervisor (Trainee) (12-10-2024)  
IPV With Hard Shoulder And Live Lanes (Skilled  
Worker) (28-06-2028)  
12C Operative Without Hard Shoulders (Skilled  
Worker) (18-12-2027)  
12C Supervisor With Or Without Hard  
Shoulders (Supervisor) (28-06-2028)  
12C Operative With Hard Shoulders (Skilled  
Worker) (17-12-2027)

If you are ever uncertain about any learner skills or expiry dates, please contact Lantra and present the information you have, and we will then confirm what we have registered on our database.

### 1.9.2 FISS/CSCS Smartcards and Ecards

In 2017 Lantra also launched FISS/CSCS Smartcards in conjunction with NHSS 10B, so that vehicle restraint operatives could have their individual 10B courses on their FISS/CSCS cards and can be checked via the CSCS Smart Check app, and on Lantra website at <https://www.lantra.co.uk/LantraCardChecker>.

Similarly to NHSS in April 2022 Lantra started the use of FISS/CSCS Ecards, which are accessed in same way via Lantra's Online learner Portal and every time a new Ecard or update is available the Learner is emailed with details of how to access and download their Ecard.

The specific rules behind what is needed to include 10B courses on FISS/CSCS cards are contained in the NHSS 10B document and the FISS/CSCS Information Booklet, please refer to these documents for more information. To apply for a FISS/CSCS Smartcard or Ecard, you will need to use the FISS/CSCS application form. All three of these documents can be found in different sections of our website.

The latest issue of the NHSS 10B Sector Scheme Document, or any of the other Sector Scheme Documents, can be found under the Schedule of Suppliers section <https://www.lantra.co.uk/national-highway-sector-schemes-nhss/schedule-of-suppliers>






The FISS/CSCS Information Booklet and application form can be found under the FISS/CSCS Card Checker section <https://www.lantra.co.uk/national-highway-sector-schemes-nhss/cscsfiss-card-checker>

FISS/CSCS cards unlike NHSS 12 cards are separated in to colour coded levels for Labourer (Green), Trainee (Red), Skilled Worker (Blue), Supervisor (Gold), Manager (Black), Academically Qualified Person (White) and Professionally Qualified Person (White). For examples of Ecards and further explanation on these types of cards please refer to the FISS/CSCS Information Booklet mentioned above.

### 1.9.3 NHSS 12ABCD Ecards

An Example NHSS Ecards has been produced on the next page with items numbered and referenced as to what they represent for checking purposes in the table below:

NHSS 12ABCD Ecard Sample and References	
1.	Front of NHSS 12ABCD Ecard, with Learner name and Lantra ID
2.	Image of Learner for photo ID purposes
3.	Reverse side of NHSS 12ABCD Ecard
4.	The date the Ecard was created and the last date that the Ecard was updated, this is good reference checking for any new or updated NHSS 12ABCD skills
5.	Confirmation of Learner ID, this should match the one on the front of the NHSS 12 Ecard
6.	Confirmation of Learner Name, this should match the one on the front of the NHSS 12 Ecard
7.	A list of NHSS 12ABCD skills that the stated Learner has
8.	The item shown in brackets, is the stated NHSS and CSCS skill level
9.	Classification of the skill on the card, in the case of NHSS 12ABCD Ecards this will always be 'Traffic Management'
10.	Expiry date of each skill will be listed, be aware that different NHSS 12 skills expire at different times
11.	QR Code for authentication purposes

  <p><b>1</b> <b>TRAFFIC MANAGEMENT CERTIFICATION SCHEME</b></p> <p>Iam Sample ID: 765420</p>  <p><b>2</b></p>  <p><b>TEST CARD</b> <b>NHSS 12</b></p>	<p>It is the responsibility of the named card holder to maintain their skills</p> <p><b>3</b></p> <p>Lantra retains the right to withdraw learner skills</p>  <p>Lantra retains the right to withdraw this card Lantra House, Stoneleigh Park, Coventry, Warwickshire, CV8 2LG Telephone: 02476 696996 Email: sector.schemes@lantra.co.uk</p>
--	--

**Learner Name:** Iam Sample

**Card Created:** 12/05/2023

**Card Last Updated:** 12/05/2023

**Learner Id: 765420**

**Skill**

12A Foreman (Supervisor)

12A Foreman Non-Driver (Supervisor)

12A Traffic Safety & Control Officer (Manager)

12AB General Operative (Skilled Worker)

12AB General Operative (Trainee)

12AB General Operative Non-Driver (Skilled Worker)

12AB TSCO (TSS) (Manager)

12B LTMO (Supervisor)

12B LTMO Non-Driver (Supervisor)

12C Operative (Trainee)

12D M7 Client Officer/Manager (AQP)

12D T1/T2 (Trainee)

IPV With Hard Shoulders & Live Lanes (Skilled Worker)

IPV With Hard Shoulders (Skilled Worker)

**Learner Name: Iam Sample**

**Classification**

Traffic Management

Traffic Management

Traffic Management

Traffic Management

Traffic Management

Traffic Management

Traffic Management

Traffic Management

Traffic Management

Traffic Management

Traffic Management

Traffic Management

Traffic Management

Traffic Management

Traffic Management

Traffic Management

Traffic Management

Traffic Management

**Expiry**

10/08/2028

10/08/2028

29/09/2028

05/06/2028

01/04/2025

05/06/2028

29/09/2028

07/07/2028

07/07/2028

08/01/2025

20/02/2028

02/01/2025

10/04/2028

10/04/2028



**11**

## 2. Annex Documents

This section is for the purpose of referencing example document which can be adapted for us by any Lantra approved NHSS Training Provider. A list is provided below to show what is available to use:

Reference No.	Form Name	Usage
2.1	Administration Checklist	For checking administration and paperwork items required to be submitted to Lantra for registration purposes

## 2.1 Administration Checklist

### **Administration use only – Checklist for Submissions Training & Assessment Claims for Providers with Full DCS**

<b>Paperwork/Information required by Lantra for 12ABCD Training:</b>	
Fully Completed Candidate Registration Form (QF251)	<input type="checkbox"/>
Fully Completed Course Attendance Sheet (Form 09)	<input type="checkbox"/>
PO Number/Payment Method	<input type="checkbox"/>
Candidate Photograph (where applicable)	<input type="checkbox"/>
To be sent to Lantra at sector.schemes@lantra.co.uk	

<b>Paperwork/Information required by Lantra for NHSS Assessments:</b>	
Fully Completed Candidate Registration Form (QF249)	<input type="checkbox"/>
Logbook Progress Page (must be at 100%)	<input type="checkbox"/>
Logbook Signoff Page	<input type="checkbox"/>
PO Number	<input type="checkbox"/>
Candidate Photograph (where applicable)	<input type="checkbox"/>
To be sent to Lantra at sector.schemes@lantra.co.uk	

<b>Paperwork/Information required by Lantra for 10B Training:</b>	
Fully Completed Candidate Registration Form (QF263)	<input type="checkbox"/>
Fully Completed Course Attendance Sheet (Form 09a)	<input type="checkbox"/>
PO Number/Payment Method	<input type="checkbox"/>
Candidate Photograph (where applicable)	<input type="checkbox"/>
To be sent to Lantra at sector.schemes@lantra.co.uk	

Lantra Administration Checklist V1



Raising skills | Inspiring growth

**Lantra**

Lantra House, Stoneleigh Park,  
Coventry, CV8 2LG

t +44 (0)2476 696996

w [www.lantra.co.uk](http://www.lantra.co.uk)

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**Charity no:** 1022991

**Scottish charity no:** SC039039

**VAT no:** 585 3815 08

