

Booking Training for National Grid Person Authorisation for Contractors

Frequently Asked Questions

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FAQs

We've pulled together the most common questions asked about how to create and manage your bookings for training contractors must undertake to gain 'Person' authorisation under the National Grid Electricity Contractors scheme. As we get asked more questions, these FAQs will be updated.

If you have a question that is not listed below, please contact booking support. We are available Monday 8.00am – Friday 5.00pm, email: ngbookings@euskills.co.uk or telephone: 0121 713 8272.

National Grid Electricity Contractors Scheme

Topic	Question	Answer
Course information	What are the new National Grid Person Courses called?	<p>There are two courses that are offered: Person (Substations) and Person (Overhead Lines).</p> <p>There are two e-learning packages that are offered for individuals needing to renew their existing Person authorisation: Person Renewal (Substations) and Person Renewal (Overhead Lines).</p>
Course information	Who are the courses for?	<p>These courses are suitable for individuals who are:</p> <ul style="list-style-type: none">• Contractors who carry out work for National Grid; and• Carry out duties as a member of a working party; and• Have sufficient technical knowledge or experience to avoid danger. <p>Taken from: NSI 30 November 2019</p>
Course information	My previous authorisation is just for Person. Why are there now two options for Overhead Lines or Substations?	<p>National Grid have split the Person training to enable individuals to undertake training to gain the authorisation most appropriate for their work.</p>

Course information	How do I know whether I need the Overhead Lines or Substations course?	Pick which Person course is most appropriate for the work you do. The booking service contains full details for each course. You can also view more information about the National Grid Electricity Contractors scheme here on the EUSR website.
Course information	Can I take both assessments and get Overhead Lines and Substations Person authorisations?	Yes, but these will be two separate bookings, training sessions and fees if individuals wish to do this.
Course information	When do the new Person training courses begin?	20 January 2020. You can book them now through the booking service.
Course information	If I sit Person and BESC AME before 20 January 2020 will I need to take the new courses?	Only when your current Person authorisation expires. All authorisations completed before 20 January 2020 will be accepted for the full period.
Course information	Can I book training for other National Grid Electricity Contractor authorisations through this service?	No, this service is only for booking training and assessments for National Grid Person authorisations.
Course information	How do I book training for other National Grid authorisations, i.e. Competent Person and Authorised Person?	These will still be booked in the usual way. Booking forms and information can be found here . This booking service is only for those requiring Person authorisation.
Course duration	How long do the training sessions take?	For those who do not hold a current Person authorisation the training courses are a full day. Those who are eligible for renewal can undertake the e-learning packages independently. The e-learning and e-assessment must be completed within 28 days of receiving the link to the training and before their existing Person authorisation expires.

Eligibility for the renewal option	What do I need to be eligible for the e-learning renewal route?	The individual must hold a current Person authorisation and have completed the renewal e-learning before this current authorisation expires. Note, automated checks prior to starting the learning will prevent anyone undertaking the training if they do not have a valid Person authorisation at start.
Eligibility for the renewal option	What if someone has held a Person authorisation but it has recently lapsed?	The individual is no longer eligible for the e-learning renewal route and must be booked onto the training at the Eakring venues.
Pre-requisites	Are there any pre-requisites I need to undertake the day long Person course?	Individuals need to take proof that general health and safety awareness has been successfully undertaken prior to course attendance. Some examples include SHEA Power and courses affiliated to the Construction Skills Certificate Scheme (CSCS card) and the Construction Industry Training Board (CITB card). For more details, see NSI 30 version November 2019.
Pre-requisites	Do I not need to do BESC AME as well?	No. BESC AME is no longer a pre-requisite for holding a Person authorisation under the National Grid Electricity Contractors Scheme from 20 January 2020.
Course content	What is covered in the new Person courses?	This full day course consists of e-learning and assessment on underpinning knowledge, e-learning and assessment in relation to the dangers of Impressed Voltage and a relevant practical health and safety assessment. The e-learning package is designed to refresh the individual in relation to relevant health and safety substation knowledge. It is undertaken along with refresher e-learning on the dangers of Impressed Voltage.
Course content	Will the new training include elements of what was being covered in the BESC Cable Training assessments?	Substation Person covers basic safety; cable contractors are deemed as specialist contractors and as such their employee will be responsible for cable specific training
Course content	Will classroom training be provided prior to the renewal assessment similar to that	No. Individuals requiring this will need to source this independently.

	currently offered by some training providers?	
Course content	Will practical assessment for Overhead Lines include elements of climbing, putting on pennants etc like it does on our current BESC Assessment?	No.
Course content	Can I still get a BESC AME authorisation when my current one expires?	Yes. Visit the EUSR page to find an approved assessor.
Training venues	Where will the day long courses be held?	At the National Grid Academy in Eakring, Nottingham and carried out by KeFax on behalf of National Grid.
Training venues	I cannot make it to Eakring, what other venues and training providers can I use?	None. All trainer-led courses for Person authorisations are carried out at Eakring from 20 January 2020.
Training times & availability	Will the courses be available at a weekend?	No. The day long courses at the Eakring venue will be Monday to Friday. Person Renewal e-learning can be carried out at any time suitable for the individual within the 28 day time limit after booking.
Training times & availability	How many training sessions will be carried out each day at the Eakring venue?	One Person (Substation) course will be run daily, Monday to Friday. One Person (Overhead Lines) course will be run each week (on a Thursday). There will be a maximum of 12 places available per course.
Renewal e-learning	I am eligible for the e-learning renewal. Will Person renewal still be available on pods or Coaches?	No. Person training will no longer be offered on pods or Coaches.

Renewal e-learning	How will I undertake the e-learning if it is no longer available at pods or Coaches?	Individuals can do the e-learning independently on any PC or laptop with an internet connection and audio capabilities. The training packages are compatible with a wide range of devices and will not require a webcam or invigilators but must be carried out without assistance.
Renewal e-learning	Is the voiceover still available on the renewal e-learning?	Yes. Please ensure your device is audio enabled.
Course costs	How much are the training courses?	Person (Substations) - £ 475 Person (Overhead Lines) - £475 Person Renewal (Substations) - £375 Personal Renewal (Overhead Lines) - £375 All prices are exclusive of VAT.
Course costs	Is lunch provided for the day courses at Eakring?	Yes, lunch is included in the cost for those attending training at the Eakring venue.
Course costs	Currently, if we book via a CITB ATO we can claim grant monies back for BESC. Will this loss in what we can claim be taken into account with the new costs?	No, this will not be part of the pricing structure.
Taking the assessment	How many attempts am I allowed at the assessments?	Two attempts for both the day training and the e-learning renewal courses.
Taking the assessment	What happens if both attempts at the assessment are failed for either training route?	For the training at the Eakring venue, individuals will have to rebook another day of training at full cost. If both attempts are failed during the renewal e-learning, individuals will have to undertake the full day training at Eakring at full cost.

Reasonable adjustments	What do I do if I need a reasonable adjustment?	<p>For Person Courses, please notify the Training Provider (KeFax) at the point at which you book the course.</p> <p>For Person Renewal, reasonable adjustments are permitted. These must be locally agreed between individuals, contractors/providers and training providers (if they are supplying an e-learning service) but must not affect the independence of the learning and assessment being undertaken by the individual undertaking the Renewal package.</p>
Training for speakers of other languages	Will the Person training be available in other languages?	<p>No not currently.</p> <p>It is permissible for individuals for whom English is not their first language to have an interpreter to support them during the classroom training and practical assessment. If you need an interpreter to support you, please contact KeFax (by e-mail admin@kefax.co.uk or telephone 01623 422099) at the time of booking your course to arrange this.</p> <p>Please be advised that failure to contact KeFax to make the necessary arrangements may result in you being refused access to training. Interpreters must be sourced and paid for by the individuals attending the training or their employer and have the required PPE.</p>
Course information	Will contractors working near overhead lines that have only previously had to have BESC AME now have to hold a Person authorisation?	Yes, National Grid Safety rules state 'Work on or near to' meaning the relevant person registration (and training) will be needed when working near overhead lines.
Course information	Local agreements state that only Linesmen have BESC and everyone else just has Person. Will I need to attend a Person training course now?	If the work is under National Grid Safety Rules, yes. If the work is in a CDM controlled area only, then the Principle Contractor will decide what qualifications / authorisations are required
EUSR card	Will I get an EUSR card?	Yes. The registration on the card will reflect the training undertaken - 'National Grid Electricity Contractors Person (Overhead Lines)' or 'National Grid Electricity Contractors Person (Substations)'.

EUSR card	How long will the EUSR card take to arrive?	Cards typically arrive within 5 working days.
EUSR card	How will I prove I have the right Person registration before my card arrives?	Cover notes will be issued for those attending training at the Eakring venue and are valid for 15 days from the date of training. Registrations will also appear in the online register prior to cards arriving.

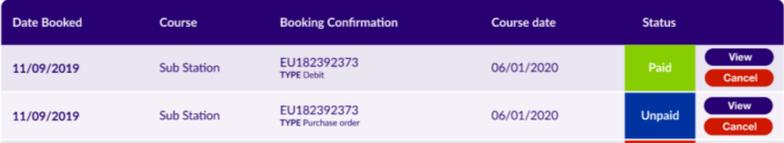
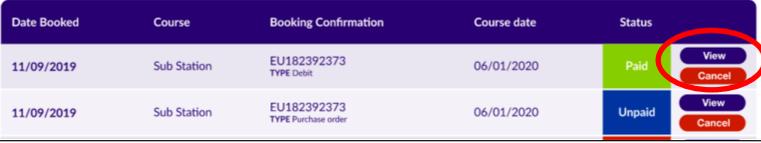
Booking service

Topic	Question	Answer
Service availability	When is the booking service open?	The booking website is available 24 hours a day for making and managing bookings. E-mail and telephone support are available Monday – Friday, 8.00am – 5.00pm.
URL	How do I access the booking service for Person training for contractors?	This is the URL for the online booking service website: https://ngbookings.eusr.co.uk
Web browser	What web browsers are supported?	The latest versions of Firefox, Chrome, Microsoft Edge, Opera and Safari desktop browsers are supported. Please note that Internet Explorer is not supported, the booking portal will not function correctly with this browser.
Mobile devices	Can I use the booking service on mobile devices?	Yes, the booking service is optimised for use with Chrome, Safari and Opera browsers on mobile devices.
Booking and paying	Can I book training just for myself or for others as well?	You can do both. If you will be booking on behalf of someone else, please set yourself up with a 'Manager' account,

Booking and paying	Can I book and pay as a guest?	No. When creating a booking for the first time you will have to create an account as part of the process. This allows you to better manage current and future bookings and make better use of the features of the booking platform.
Booking and paying	I do not know my EUSR number or the EUSR number of the person I am making a booking for. Can I still make the booking?	Yes, for training at the Eakring venue. If the individual does have an EUSR number, it will be helpful if they take it with them on the day. No for Person Renewal e-learning bookings. The EUSR number is needed book this course to give the access to the online learning system.
Booking and paying	How do I pay for the training?	It is a 'one stop shop'. You book and pay at the same time through the National Grid Booking Portal using the site's secure checkout.
Booking and paying	I do not have a PayPal account but the card payment screen says PayPal card checkout	You do not need a PayPal account. The National Grid Booking Portal e uses the common PayPal card checkout services to securely process card payments. Enter your card details as normal. This will not create a PayPal account for you.
Booking and paying	I want to pay by purchase order (PO) but it is not available. How do I pay using this method?	Email us at ngbookins@euskills.co.uk or telephone 0121 713 8272 to arrange this. Note, PO payment in the booking service can only be used for training at the Eakring venue and payment must be received before the training date, otherwise you will be refused will be refused access to training until payment has been made.
Booking and paying	How far in advance can I book and pay for training?	Up to 90 days in advance.
Booking and paying	I need to attend training as soon as possible but courses available in the calendar are too late for me.	Bookings can only be made via the website 10 or more days in advance.

Booking and paying	Can I provisionally reserve places via the website and complete checkout for them later?	No, places must be booked and paid for at the same time.
Booking and paying	I want to book a place on a training course a colleague is already booked on but cannot find the event in the calendar.	This could be for a number of reasons. If it is more than 10 days before the training event, it is likely to be fully booked. Bookings less than 10 g days before an event cannot be made via the National Grid Person Booking Portal.
Booking and paying	The e-learning renewal courses do not appear in the training calendar.	They are e-learning so will not appear in the calendar. To book and pay for CBL renewal click the 'Purchase now' button from the course information page here. You will receive a separate e-mail once your e-learning renewal course has been booked, which includes a link for you to follow to carry out your e-learning.
Renewal	How do I access the e-learning once I have booked and paid for the computer-based learning training?	You will receive an email from Energy & Utility Skills with an activation link to the learning. You will need to enter your EUSRnumber and date of birth when you follow the link for the first time. Note, you must complete the e-learning within 28 days of when the link is sent to you.
Renewal	How long do I have to complete the learning once I have booked and paid for the e-learning renewal route?	28 days from receipt of the activation email – this is how long the training-learning course is available to you. In addition, individuals must make sure that they complete the learning before their current Person authorisation expires. If your authorisation expires within the 28 days, it is your responsibility to make sure you complete the e-learning before your authorisation expires.
Renewal	What happens if I book and pay for the renewal but my current Person authorisation expires before the e-learning is successfully completed?	You will no longer be eligible for renewal via the e-learning route and will have to book, at full cost, the full day trainer-led course at the Eakring venue.

Renewal	I am uncertain when my own Person authorisation or attendee's Person authorisation expires. Can I still book the e-learning just in case?	You are advised not to book and pay for any e-learning renewal training until you are sure attendees will be eligible for renewal via e-learning. Automated checks when the e-learning is started prevents ineligible individuals from continuing and you may end up losing money if you pay for attendees that are not eligible.
Renewal	How can I check when my Person authorisation or attendee's Person authorisation expires?	You can check using the 'Register Search' on the EUSR website, you will need your EUSR ID and surname.
Renewal	I want to pay for e-learning renewal using purchase order (PO) but this option is not available	Only card payment is accepted in the booking website for renewal training. Contact the booking service via ngbookins@euskills.co.uk or 0121 713 8272 to arrange PO payments for e-learning renewals.
Attending training at Eakring	How will I know where to go when I arrive?	On paying you will receive joining instructions via email with all the details about the venue, start times and any documents you will need to take with you.
Logging in	When is my booking system account created?	You will create an account when you first make a booking through the website.
Logging in	Someone else created a booking for me. How do I log in myself?	You will receive an email from the National Grid Person Booking Portal. Follow the link in the email to complete your own account setup and login.
Managing bookings	How do I see bookings I have made through the service?	Login, and follow the 'Bookings' link in your dashboard to see all the bookings

		<p>you have made for yourself or on behalf of others, screenshot below.</p> <p>View all your bookings</p>  <table border="1"> <thead> <tr> <th>Date Booked</th> <th>Course</th> <th>Booking Confirmation</th> <th>Course date</th> <th>Status</th> <th></th> </tr> </thead> <tbody> <tr> <td>11/09/2019</td> <td>Sub Station</td> <td>EU182392373 TYPE Debit</td> <td>06/01/2020</td> <td>Paid</td> <td>View Cancel</td> </tr> <tr> <td>11/09/2019</td> <td>Sub Station</td> <td>EU182392373 TYPE Purchase order</td> <td>06/01/2020</td> <td>Unpaid</td> <td>View Cancel</td> </tr> </tbody> </table>	Date Booked	Course	Booking Confirmation	Course date	Status		11/09/2019	Sub Station	EU182392373 TYPE Debit	06/01/2020	Paid	View Cancel	11/09/2019	Sub Station	EU182392373 TYPE Purchase order	06/01/2020	Unpaid	View Cancel
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Managing bookings	Can I cancel bookings myself through the booking website?	<p>Yes, you can cancel bookings via the National Grid Person Booking Portal. You can log in to view and cancel from your dashboard.</p> <p>View all your bookings</p>  <table border="1"> <thead> <tr> <th>Date Booked</th> <th>Course</th> <th>Booking Confirmation</th> <th>Course date</th> <th>Status</th> <th></th> </tr> </thead> <tbody> <tr> <td>11/09/2019</td> <td>Sub Station</td> <td>EU182392373 TYPE Debit</td> <td>06/01/2020</td> <td>Paid</td> <td>View Cancel</td> </tr> <tr> <td>11/09/2019</td> <td>Sub Station</td> <td>EU182392373 TYPE Purchase order</td> <td>06/01/2020</td> <td>Unpaid</td> <td>View Cancel</td> </tr> </tbody> </table>	Date Booked	Course	Booking Confirmation	Course date	Status		11/09/2019	Sub Station	EU182392373 TYPE Debit	06/01/2020	Paid	View Cancel	11/09/2019	Sub Station	EU182392373 TYPE Purchase order	06/01/2020	Unpaid	View Cancel
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Managing bookings	My manager has booked a place for me, but I cannot attend. Can I cancel the booking myself?	<p>Yes. Bookings made for you will appear in the your dashboard once you log in with your own account. Note, please check the cancellation policy as your employer may not be eligible for a refund depending on when you request the cancellation.</p>																		
Managing bookings	Can I cancel the booking for just one attendee if I have booked several individuals onto the same training event?	<p>Yes, via the 'View all your bookings' list that you can access from your dashboard once you have logged in.</p>																		
Managing who I am linked to	Can I unlink myself from a manager account who has previously created a booking for me?	<p>Yes. When logged in, if you click on your name in the top right you will see your account details and on the right the details of the manager currently linked to you. Click 'Request Disconnection' to unlink yourself. This will not cancel any pending training bookings already made for you.</p>																		

		<p>Manager</p> <p>FIRST NAME: Jane</p> <p>LAST NAME: Doe</p> <p>EMAIL: janedoe@123.com</p> <p>ORGANISATION: My Company</p> <p>REQUEST DISCONNECTION</p>																				
<p>Managing my attendees</p>	<p>Can I see a list of people I have created bookings for?</p>	<p>Yes. When logged in, please go to your dashboard and click 'My People', which will show you a list of all the people you have connecte' with.</p> <p>My People</p> <p>You have 4 people in your team</p> <p>MY PEOPLE</p>																				
<p>Managing my attendees</p>	<p>Can I unlink an individual from my account that I have previously created a booking for?</p>	<p>Yes. Once logged in, go to your dashboard and click on 'My People'. This shows you a list of all individuals you have connected with. Click on 'Disconnect' next to the correct name. Note, this will not cancel any pending bookings you have made for them.</p> <p>Your People</p> <p>Lorem ipsum dolor sit amet, consectetur adipiscing elit. Vestibulum nibh purus, consectetur vitae lobortis id, elementum in turpis. Praesent sagittis eu elit nec maximus. Vestibulum tincidunt odio sit amet mauris suscipit, in ultricies augue lobortis, Lorem ipsum dolor sit amet, consectetur adipiscing elit. Vestibulum nibh purus, consectetur vitae lobortis id, elementum in turpis.</p> <p>Search People... SEARCH</p> <table border="1"> <thead> <tr> <th>Attendees Name</th> <th>Account Number</th> <th>Email</th> <th></th> </tr> </thead> <tbody> <tr> <td>Joe Blogs</td> <td>123456789</td> <td>joeblogs@123.com</td> <td>Disconnect</td> </tr> </tbody> </table> <p>Prev 1 2 3 Next</p>	Attendees Name	Account Number	Email		Joe Blogs	123456789	joeblogs@123.com	Disconnect	Joe Blogs	123456789	joeblogs@123.com	Disconnect	Joe Blogs	123456789	joeblogs@123.com	Disconnect	Joe Blogs	123456789	joeblogs@123.com	Disconnect
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Refunds	Will I get a refund if I cancel a booking?	Bookings will be refunded if you cancel more than 10 working days before the training date. Cancellations within 10 days before the training date are not be eligible for a refund.
Refunds	When will I get my refund if I am eligible for one?	EUSR will issue the refund to the payment method used within 7 working days of the cancellation.
Refunds	I have received an automated email saying my course was cancelled due to insufficient numbers. Will I have to rebook myself?	Yes, you will have to create and pay for another training place. A refund will be issued automatically for the cancelled booking to the payment method used within 7 working days.