

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 |
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| 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? | National Grid have split the Person training to enable individuals to undertake training to gain the authorisation most appropriate for their work. |
| Courses 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 | I sat Person and BESC AME before 20 January 2020 will I need to take the new courses? | If your previous NG Person authorisation has expired you will need to take the full day initial Persons course at Eakring. Please note that BESC is no longer a requirement. |

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| Course information | Can I book training for other National Grid Electricity Contractor authorisations through this service? | No, this service only manages booking for training for contractors to achieve Person authorisations. |
| Course information | How do I book training for other National Grid authorisations, ie 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 contractors 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 learning and assessment must be completed within 28 calendar days of receiving the link to the training AND before the existing Person authorisation expires. You should allow at least 1 hour to complete the e-learning training. |
| Eligibility for the renewal option | What do I need to be eligible for the e-learning renewal route? | You must have an in date Person authorisation to be eligible for Person Renewal e-learning. Your Person must be in date when the Person Renewal e-learning is started and when the e-assessment is taken, automated checks are in place. If your Person authorisation registration has expired, then you must take the full day face to face Person course at National Grid's Academy in Eakring. |
| 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 venue. |
| Pre-requisites | Are there any pre-requisites I need to undertake the day long Person course? | Individuals need to submit proof that general health and safety awareness has been successfully undertaken prior to course attendance as part of booking a course. This evidence will be checked by National Grid. 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. See Appendix 1 below |

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| | | for further information. |
| Pre-requisites | Do I need to do or re-do BESC AME as well? | No. BESC AME is no longer a pre-requisite for holding either Person authorisation under the National Grid Electricity Contractors Scheme. |
| 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 | I did not have to do Impressed Voltage before. Will I be charged extra now? | No. National Grid now include this in the price for all Person training courses. |
| 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 currently offered by some training providers? | No. Individuals requiring this will need to source this independently if they wish to undertake it. |
| Course content | Can I still get a BESC AME authorisation when my current one expires? | Yes. Visit the EUSR page to find approved assessors. |

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| 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. |
| 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, excluding Bank Holidays. 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 Substations course per day Monday, Tuesday, Wednesday and Friday. One Overhead Lines course per day Thursday. There will be a maximum of 15 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 (not iPads and iPhones) 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) - £ 525 Person (Overhead Lines) - £525 Person Renewal (Substations) - £425 Personal Renewal (Overhead Lines) - £425 All prices are exclusive of VAT. |

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| 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. |
| 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? | For Person Courses, please notify the Training Provider (KeFax) at the point at which you book the course. 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. |
| Training for speakers of other languages | Will the Person training be available in other languages? | No not currently. Delegates are allowed to use apps like Google translate (with prior approval) when completing the e-learning and assessment phase of the course. Facilitators are also available to help delegates that may have difficulty reading English. For delegates that speak very little or no English we can arrange a bespoke course that allows them to have an interpreter to support them during the classroom training & practical assessment. Please note that this service will only be arranged on an Ad Hoc basis and is NOT available via the EUSR Person booking portal. Additional charges will also apply. |

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| | | <p>If you need this service please contact our training provider Kefax in the first instance, 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 must also 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. |
| EUSR card | Will I get an EUSR card? | No – Authorisations can be viewed on the EUSR website. Please allow up to 24 hours after completing your NG Persons training for them to be displayed. |
| EUSR card | How will I prove I have the right Person registration before my card arrives? | Registrations will appear in the online register up to 24 hours after completing the training. |

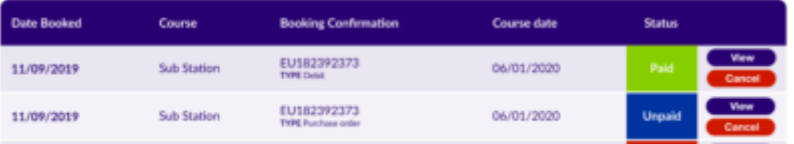
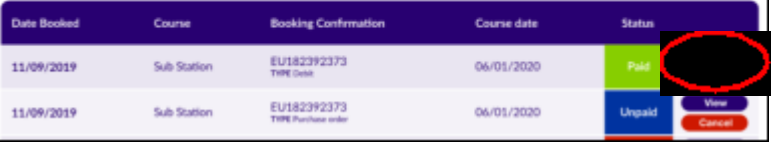
Booking service

| Topic | Question | Answer |
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| 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 and the booking site will not function correctly with this browser. |
| Mobile devices | Can I use the booking service on mobile devices? | We recommend using a laptop or tablet when making the booking to avoid any issues. |
| Auto-fill browser settings | When I input attended information, details appear for attendees I have previously booked. If click on them, they overwrite the attendee I have entered | This is because 'auto-fill' is switched on for the browser you are using. This is a local computer setting and you can switch this off via the appropriate setting in the browser you are using. |

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| Booking and paying | Can I book training just for myself or for others as well? | You can do both. You must have registered with a 'manager' account in order to do this. If you registered as an individual please contact the booking service via email from the account email address requesting the change. |
| Booking and paying | How do I book for others? | <p>Login, find the required training and click 'Book' as normal.</p> <p>At the attendee details screen, simply enter the details of the individual attending.</p> <p>NOTE: it is very important you enter the email address of the individual in the field highlighted below as it is unique to them, the account that will be created for them and the booking. If you enter your own email address in this field the booking will automatically be created for you.</p> <div data-bbox="945 724 1693 1310" style="border: 1px solid black; padding: 10px;"> <p>Please enter booking details</p> <p>The course you are booking is detailed below. Please check this information is correct before booking.</p> <p>Attendee Details</p> <p>Select team member <input type="text"/></p> <hr/> <p>Mr. <input type="text"/> Please complete all fields marked with a *</p> <p>First Name* <input type="text"/> Last Name* <input type="text"/></p> <p>Date or birth* <input type="text"/> 01 <input type="text"/> January <input type="text"/> 1980 <input type="text"/></p> <p>Email* <input style="background-color: yellow;" type="text"/></p> </div> <p>Both you and the attendee will receive a booking confirmation.</p> |

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| Booking and paying | Attendee email address | Email address for the attendee is compulsory. This is a requirement from National Grid. Please ensure you enter the attendees email address, not your own as the account holder making the booking. |
| Booking and paying | I do not have a PayPal account but the card payment screen says PayPal card checkout | <p>You do not need a PayPal account. The website uses the common PayPal card checkout services to securely process card payments. You can also pay with a PayPal account if you wish.</p> <p>Select either the PayPal account or 'Debit/ Credit card' payment option and enter the card details as normal.</p> <p>At the card input screen, be sure to check the 'No' option if you do not wish a PayPal account to be automatically created for you.</p> <p>This is PayPal checkout functionality.</p> |
| Booking and paying | I want to pay by purchase order (PO) but it is not available. How do I pay using this method? | <p>Contact the booking service via ngbookins@euskills.co.uk to arrange this. Formal credits checks will be carried out so PO payment option will not be immediately available when first requested.</p> <p>Note, PO payment in the booking service can only be used for training places at the Eakring venue and payment must be received before the training date, otherwise you will be refused access to training until payment has been made.</p> |
| Booking and paying | I need to attend training as soon as possible but there are no courses available soon enough even though it looks like there are places available. | Bookings can only be made via the website 10 or more working days in advance. The website will automatically make unavailable training sessions that are less than 10 working days away. |
| Booking and paying | Can I provisionally reserve places via the website and complete checkout for them | No, places must be booked and paid for at the same time. |

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| | later or over the phone? | |
| Booking and paying | I want to book a place on a training course a colleague is already booked onto but the system is not letting me. | This could be for a number of reasons. If it is more than 10 working days before the training event, it is likely to be fully booked. Bookings cannot be made if less than 10 working days before an event and the booking website automatically makes them unavailable. This is as per National Grid guidelines. |
| 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 'Buy' button from the course information page. 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 a separate email from Energy & Utility Skills with an activation link to the e-learning. You will need to enter your EUSR ID and date of birth when you follow the link for the first time. Note, you must complete the e-learning and e-assessment before the your current 'Person' registration expires and within 28 calendar days of when the link is sent to you. |
| 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 | How can I check when my Person registration, or the attendee's Person registration expires? | You can check using the 'Register Search' on the EUSR website . You will need your EUSR ID and surname. Please ensure the you check the expiry dates of Person registration as this must be in date if you wish to renew via e-learning. |
| Renewal | I want to pay for e-learning renewal using purchase order (PO) but this option is not available? | Only card payment is accepted for renewal training. Contact the booking service via ngbookins@euskills.co.uk to request PO payments for e-learning renewals. |

| Attending training at Eakring | How will I know where to go when I arrive at Eakring? | On paying you will receive joining instructions via email with all the details about the venue, start times, required documents attendees must take with them and PPE | | | | | | | | | | | | | | | | | | |
|-------------------------------|---|---|-------------|--------|----------------------|-------------|--------|--|------------|-------------|--------------------------|------------|------|----------------|------------|-------------|------------------------------------|------------|--------|----------------|
| Attending training at Eakring | Will PPE be provided? | No – attendees must take their own PPE. The requirements are in the joining instruction and the PPE must meet certain criteria. Attendees who do not have the correct PPE will be refused entry to training. | | | | | | | | | | | | | | | | | | |
| Managing bookings | How do I see bookings I have made through the service? | <p>Login, and follow the ‘Bookings’ link in your dashboard to see all the bookings you have made for yourself or on behalf of others.</p> <p>View all your bookings</p>  <table border="1" data-bbox="958 628 1749 772"> <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 Desk</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 Desk | 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 website. Once you have logged in you can view and cancel individual bookings from the ‘View all your bookings’ list.</p> <p>View all your bookings</p>  <table border="1" data-bbox="943 948 1711 1090"> <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 Desk</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 Desk | 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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| 11/09/2019 | Sub Station | EU182392373 TYPE Purchase order | 06/01/2020 | Unpaid | View Cancel | | | | | | | | | | | | | | | |
| Managing bookings | Can I cancel the booking for just one attendee if I have booked several individuals onto the same training event? | Yes, via the ‘View all your bookings’ list that you can access from your dashboard once you have logged in. | | | | | | | | | | | | | | | | | | |

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| Refunds | Will I get a refund if I cancel a booking? | Bookings will be refunded if cancelled up to 10 working days before the date of the training date. Cancellations made after the 10 th working day 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 10 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 10 working days. |

Appendix 1

As part of the booking process, from Tuesday 2 April 2024, you will be required to upload evidence that the individual(s) attending this course have completed the required pre-requisite Health and Safety Awareness Training, as defined in NSI 30 – Appointment of Persons. This evidence can be in the form of a PDF certificate, jpeg/png image or a Word document.

This pre-requisite will only apply to initial Person courses at Eakring and does not apply to renewal bookings.

Examples of the Health and Safety Awareness Training include:

- EUSR SHEA courses
- IOSH Working Safely
- CITB Health, safety and environment (HS&E) Site Management Safety Training Scheme
- NEBOSH General/Construction Certificate

This is not an exhaustive list but will help to identify common suitable courses.

Individuals may have completed generic Health & Safety Awareness Training (this can be internal company delivered training) but it must have covered the following topics:

- Outline of occupational safety and health
- Identifying and controlling common hazards and risks within the workplace
- Improving safety performance through challenging unsafe behaviours
- Individual workplace responsibilities defined in Health and Safety at Work Act 1974.

An individual may be refused admission, or have their authorisation removed if the evidence of the Health and Safety Awareness Training is found to be incorrect or the training has not been completed as required.