

Highways England Passport Scheme FAQs (03 January 2019)

For your convenience, these FAQs are divided into the following Sections:

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- 2) Who Should be Registered on Passport and Who Doesn't Need to Be (7 questions)
- 3) Using Passport (33 questions)
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Section 1: New to Passport? Introductory Information about the Passport System and Smartcard for Companies and Individuals

Q1.1: What is the Highways England Health and Safety Passport Scheme and Passport card?

When Highways England asked its Supply Chain what they could do to improve the health and safety of the collective workforce, the introduction of a common "passport" scheme was first on the list.

The Scheme: The Highways England (HE) Passport scheme uses the UK's most widely used software system (developed by Reference Point and supported by Mitie for Highways England) and is designed to keep you, your team-mates and projects safe. Before you start work, the system will be used to check your Passport smartcard to confirm your ID, training, competencies and when you last worked to make sure you have had enough rest.

The Passport Card: The "Safety Passport Card" is a smartcard, which holds information relevant to a person's "Authority to Work".

On entering a site, the card can be checked electronically to confirm a person's identity, qualifications, training, and work patterns.

The card allows a flexible approach to working on all HE Strategic Highways sites, whilst enabling a higher level of safety and security.

Q1.2: How will the Passport benefit me as a cardholder?

Passport provides a shared platform between employers and contractors signed up to the scheme so that, when you move between companies, your record of training and qualifications moves with you (meaning you won't need to repeat training when changing employer). It also allows shared visibility of cardholders who have completed the Highways England Common Induction (HCI), which will mean less time spent on site inductions before starting work at a new site.

Q1.3: How will the Passport benefit my company?

Passport provides a shared platform between employers and contractors signed up to the scheme, providing a single transferable record for each cardholder. As individuals move between organisations and across supply chains, their record travels with them, meaning that all their qualifications, skills, training and other details affecting their authority to work are available to you. Not only is this faster, but it ensures that you don't waste time and money on unnecessary repeat training. You will also have visibility of your cardholders who have completed the Highways England Common Induction (HCI), which will mean less time spent on site inductions before starting work at a new site.

Q1.4: Who should be using the Passport scheme?

If your company supplies a workforce (whether directly employed or sub-contracted) to work on Highways England projects, all of these people should have a record on the Passport system. Whether the person is involved in early works or pre-construction, or someone who works day-to-day on HE maintenance or construction projects, they should all have a Passport record (created on their behalf by their employer).

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Q1.5: How do I sign up my company to Passport?

It's very simple. Contact MiTec (Mitie's support centre) who will guide you through the set-up process.

MiTec

E-mail: he.validate@mitie.com

Tel: 0330 726 0225

For more detail, we have a dedicated brochure for companies and also a simple one-page guide to getting started. Both are available on our Safety Hub:

<http://www.highwayssafetyhub.com/safety-passport.html/>

Q1.6: How many Passport smartcards and Common Induction training courses do I need?

You only need **one** Passport smartcard and one Highways England Common Induction, which covers all Highways England construction and related activities (including pre-construction).

Q1.7: What happens when I change employers?

Once you are registered on the Passport system, as you move between employers and across supply chains, your record travels with you. You retain the same card and all your previous training and qualifications history, plus other details affecting your authority to work remain in the system and are available.

Q1.8: I heard Passport is a pilot at the moment and finishes in October 2019. Is this correct?

In November 2017, we started our roll-out as a "proof of concept" to establish its value and iron out any technical and operational issues. The support for Passport across our suppliers and within HE has been highly positive. During the "Proof of Concept" we will be looking at how we fully implement the scheme from November 2019.

Q1.9: How much does the Passport smartcard cost and who will pay for it?

Currently it costs £30 + VAT per individual record, (including the person's smartcard) which is valid until October 31st, 2019. The employer who adds the record to Passport pays for this. The only additional charge is for replacement cards if the original is lost or damaged by the cardholder, which is £5 + VAT. We will communicate charges from November 1st, 2019 in good time to ensure continuity.

Please note: The Highways England Common Induction training course involves an additional charge.

Q1.10: Where can I obtain further information on the Passport scheme?

Firstly, visit (and bookmark) our webpages which have a range of current information.

<http://www.highwayssafetyhub.com/safety-passport.html>

As well as getting the latest FAQs, you can access a number of different materials such as brochures for companies through to site posters and quick guides for cardholders and card-checkers.

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Section 2 Passport: Who Should be Registered on the Scheme (and Who Doesn't Need to Be)

Q2.1: Can any company working for Highways England sign up and start using Passport?

Yes.

Q2.2: What about owner operators?

There is a slightly different process for setting up Tier 1 and 2 companies from our other suppliers including owner operators, but we are encouraging all companies who are involved with construction activities on the Strategic Road Network, to join Passport.

For more detail, we have a dedicated brochure for companies and also a simple one-page guide to getting started. Both are available on our Safety Hub:

<http://www.highwaysafetyhub.com/safety-passport.html/>

Q2.3: As a very occasional visitor to Highways England sites (a utility contractor, a fitter or delivery driver), do I need a Passport and Highways England Common Induction?

If you are only attending a Highways England site on a one-off basis or as an occasional visitor and are not physically carrying out construction activities, then you do not need a Passport smartcard or the induction. You can be issued with a Passport Visitor Pass and undertake a site-specific safety briefing. However, as a Visitor you must be accompanied at all times. If you need to work unaccompanied or visit more than very occasionally, you should be registered on Passport and attend HCI training.

Q2.4: I am a Traffic Officer; do I need a Passport smartcard and Common Induction training?

No, the scheme only covers construction-related and maintenance activities. In the event that you enter a Highways England construction site you can be issued with a Passport Visitor pass (typically generated on-site) and undertake a site-specific safety briefing.

Q2.5: Which Highways England employees need a Passport smartcard?

Employees whose role determines they visit or attend the network on a regular basis should have a Passport smartcard and the Highways England Common Induction. However, roll-out is continuing on an informal basis while we review which roles require a Passport smartcard and the Common Induction.

Q2.6: If a Highways England employee has attended Health and Safety leadership training / CDM regulations (which covers working on site) are they expected to undertake the Common Induction?

Yes. The Highways England Common Induction covers significant safety risks on the strategic road network.

Q2.7: I provide construction services to both Major Projects and Operations Directorates; will I need a separate Passport and Common Induction for each directorate?

No, the Passport and Highways England Common Induction training covers you to work on the strategic road network under any directorate.

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Section 3: Using Passport

Q3.1: When should I add operative records to Passport - before or after Highways England Common Induction training?

Ideally before. As soon as you have a login to Passport, you can start recording and logging a range of useful information about your workforce straightaway. Also, achievement outcomes for the HCI course can only be added to individuals with a record on Passport, so not adding the operative record to Passport prior to HCI training may cause a delay in receiving notification of achievement and could delay access to some sites.

Q3.2: How can Passport cards get checked on site?

There is a dedicated app (both Android and iOS versions) and this is ideal for card checkers with Android or i-Phone mobile devices especially when out on site or on the move.

There is also software that supports PC-connected smartcard readers and this approach works well in depots or site offices.

Q3.3: What PC connected smartcard readers work with the Passport card and where can I get them?

There is a range of readers available that are compatible with the smartcards used. The list of approved readers below is not exhaustive but all have been tested and work with the HE Passport cards and are available from many online suppliers.

Do ensure you order one of the models listed as we cannot support users who have chosen to buy different hardware.

- Identive Cloud 4700F (Desktop)
- Identive Cloud 3700F (Desktop)
- Gemalto IDBridge CL3000 (Desktop)
- HID Omnikey 5021 (Desktop)
- HID Omnikey 5022 (Desktop)
- HID Omnikey 5421 (Desktop)
- HID Omnikey 5422 (Desktop)
- SCM SCL3711(USB Dongle Style).

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Q3.4: Is the mobile app available on all platforms (i.e. Android, iOS, etc)?

The mobile app is available for Android and iPhone (iOS) from the respective app stores.

On Android, search for “Highways England Passport” in the Google Play Store on your device. There are two versions published.

If your phone supports NFC (Near Field Communication) you should download this version of the app (which also supports QR code scanning). If your Android device does not support NFC, download the QR code version.

On iPhone, launch the App Store on your device and search for “Validate QR”. At present the iPhone app does not support NFC scanning due to limitations imposed by Apple, but you can still scan using the QR code on each smartcard.

There is currently no plan to provide a Windows Phone version of the app.

There are handy on- page guides for card checkers and card holders available which explain at a high level how to download and use the app. These are on the website at:

<http://www.highwayssafetyhub.com/safety-passport.html>

Q3.5: How long does the Passport smartcard last?

Although the Passport smartcard has no expiry date, if the NFC chip and aerial within the card itself becomes damaged the card may need replacing. Individual competencies are valid on the card depending on their own validity/ expiry periods

Q3.6: Will the Passport replace my CSCS – or CSCS partner - card (e.g. ECS)?

No. The CSCS card along with all CSCS partner cards are skill cards; whereas Passport is an authority to work card specific to individuals working on the Highways England estate. The Passport system does allow competences held on an individual’s CSCS card to be added to their Passport record however.

Note: CSCS is the Construction Skills Certification Scheme.

Q3.7: How secure is the personal data on my Passport smartcard?

Your Passport smartcard holds your key ‘authority to work’ information securely on the smart chip within the card itself (this is encrypted so that it can only be read using the Highways England Passport NFC mobile app or PC-connected card reader application).

It is also possible to view your key ‘authority to work’ information by scanning the QR code on the card itself, using the dedicated Passport mobile app (Android and iPhone). Note that your personal details (such as NI Number, Home Address, etc.) are not stored or shown when scanning your card via any of these methods, only the minimum information that’s necessary to confirm you are safe and qualified to work is shown.

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Q3.8: Can my competence record and personal data be accessed if my Passport smartcard is lost or stolen?

In the event your card is lost or stolen, you should **immediately** report this to your Passport Administrator who will cancel the card. This prevents cardholder information being shown when the card is scanned and clearly marks the card as cancelled when scanned.

When not cancelled, since the card can be scanned by a card-checker to confirm 'authority to work' information for the cardholder (including any training and qualifications held), it is important that the card be kept safe in the same way as you would treat any other ID or access card.

As soon as your card is cancelled, your administrator will also be able to order you a replacement card at the same time. Owner operators should contact the Mitie helpdesk to do similar.

Q3.9: As an individual, how do I obtain a Passport card?

Your company Passport Administrator will need your name, National Insurance number and date of birth to create your Passport record, along with a digital photograph which has been taken within the last 3 months, that meets the Passport photograph standards. Your NI number is used to confirm that your record is unique within the system and that no duplicate record exists for the same individual. Once your record has been created on Passport, relevant certificates, training and skills can be recorded on the system to confirm your training achievements and other information which affects your 'authority to work'.

Q3.10: What are the passport photograph standards?

Please ensure the photograph is in JPEG file format, and:

- is less than 4mb in size
- has been taken within the last three months
- is a true likeness,
- in full colour
- taken against a white, or light background
- is in sharp focus
- is free from red-eye
- free from reflection or glare from glasses
- should be facing forward with eyes open and nothing covering the face
- have nothing covering the eyes
- must not be wearing tinted glasses or sunglasses
- must not be wearing a hat or head covering unless for medical or religious reasons

Q3.11: Who is a Passport Administrator?

This is an employee within your organisation who has been nominated and has completed relevant Passport Administrator training with Mitie and can administer the Passport database.

Q3.12: How do I find out my Passport Administrator?

Speak to the person who employs you. They should provide you with your Passport Administrator contact details.

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Q3.13: My organisation does not have a Passport Administrator. How do I arrange this?

Once your company is registered, nominate a suitable person within your organisation to take responsibility for Passport within your company and then contact the MiTec helpdesk to arrange Passport Administrator training.

MiTec Tel: **0330 726 0225**. Email: he.validate@mitie.com

Q3.14: I am an owner operator, who will be my Passport Administrator?

For further advice and support, contact the MiTec helpdesk: **0330 726 0225**

Email: he.validate@mitie.com

Q3.15: Once an employee has completed the Passport Administrator training, can they then cascade it to colleagues locally?

Yes. Passport Administrators will have had 'train-the-trainer' training delivered by Mitie. Not only can the administrator manage the Passport database for the organisation, but they can also train card checkers, so that individual smartcards can be consistently and regularly checked on site to help protect worker safety.

Please note - only trained and authorised staff can manage the Passport database for their organisation.

Q3.16: What happens if I lose my card or need a replacement?

The process will vary depending on whether you obtained your Passport smartcard through your employer or participated directly with Mitie. Only those who participated with Mitie should request a replacement from the MiTec Helpdesk. Everyone else must speak to their employer Passport Administrator in the first instance. Replacement cards are normally issued 48 hours after request.

Q3.17: How do employees receive their Passport smartcard?

All requested Passport smartcards will be sent by Mitie to the office address chosen by the Passport Administrator at the point the card is requested. Cards will be sent to a corporate address for collection or onward distribution to the cardholder themselves.

Q3.18: Can my CSCS - or CSCS partner competencies - be stored on Passport?

Yes. Individuals' CSCS competencies can be added to their Passport record. This can either be done by enrolling the person's CSCS smartcard (which is compatible with Passport) into the Passport system by the Passport Administrator (though this requires a PC-connected smartcard reader). Note this cannot happen for ECS cards as they are incompatible with the main CSCS smartcard ecosystem. Alternatively, CSCS - or CSCS partner - competencies can be added by the Passport administrator to the worker record just like any other qualification, which is also a quick process. The CSCS card details (such as expiry date) can also be logged on Passport, under the dedicated "Other Cards" tab on a person's record.

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Q3.19: If a mobile phone app is used to check my Passport smartcard, will my data be stored on the phone?

When a card is checked using the Highways England Passport app by scanning the QR code instead of the NFC chip a copy of the cardholder's key 'authority to work' details are stored on the device itself so that the cardholder's record can be checked again later in an area without mobile connectivity. These details are stored securely on the device and can only be viewed via the dedicated mobile app. The card checker can also delete these "cached" records from their mobile phone at any time.

Q3.20: Who can access and modify my data?

As a record-holder on Passport and to assist compliance with the relevant provisions of the GDPR, you have a right to access your data and you can access it at any time by logging onto your record (see instructions below). You can also report any error in your data in this area of the system.

There are strict controls on the type of information that can be seen by other people about you including card -checkers on site (you can also view your own record by downloading the app and checking your own card).

In terms of modification your employer and or sponsor may modify parts of your record (and all modifications are visible to you – see below).

As a record-holder on Passport, you can self-register (once you have your card) to view your own details online at: <https://he.validate.mitie.com/MySkillSafe/Account/LogOn/>

Q3.21: Is it compulsory to add travel time when inputting details at swipe in?

Yes. This information is required so employers and Highways England can manage fatigue for your own personal safety.

Q3.22: Do I need to renew my Motorway Pass / WAFO Card if I have a Highways England Passport smartcard?

It is intended that eventually the Highways England Passport smartcard will replace and serves the same purpose as both the Motorway Pass and Highways England WAFO Card (a HE staff requirement). Currently you should renew your Motorway Pass when required and if a member of Highways England) continue undertaking the authorised Working Away from the Office (WAFO) requirements. Please note that a WAFO card is no longer issued.

Q3.23: Our contract specifies that we still need to hold a Motorway Pass (MAPPA Card)?

The purpose of a Motorway Pass is to enable those workers working outside of established traffic management on a motorway, to prove they are an authorised worker and not a pedestrian if challenged by a regulatory authority. The ability to provide this evidence is a legal and contractual obligation. However the physical MAPPA card itself is not the only way to prove this, and evidence can and has been provided in other ways, such as an authorisation letter from the Highways England Project Manager / Service Manager. One of the fundamental purposes of the introduction of the Highways England Passport smartcard is to provide everyone working on the strategic road network with a universal and recognisable identification card.

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Q3.24: The project/ site that we want to start swiping workers' cards in at isn't on the Passport system. How do we get this added?

You will need to complete a 'Hierarchy Change Request Form' and send to the Mitie helpdesk for review and approval via e-mail (he.validate@mitie.com). You'll be advised once the new project/site has been set up in the system and is ready to use.

Q3.25: The competencies we want to assign to some of our workers aren't visible on the system, what is the process to get these added so we can select and assign them for our people?

You will need to complete a 'New Competence Request Form' and send via e-mail to:

Tracey.Lucas@kier.co.uk

Once received, checks will be made to ensure there's no duplication already in the system. Once approved, you'll be advised that the new competency has been set up and is ready to use.

Q3.26: Do we need to change the default expiry date on toolbox talks or other site-delivered training we delivered when workers leave our site?

Not at all – just leave it as awarded. One of the benefits of Passport is the portability of the worker record. Other sites will not be concerned by historic TBTs delivered elsewhere and if the worker returns to you it could be useful that the original site-based event you delivered is still valid.

Q3.27: Can we bulk award TBTs on site?

The way you award a specific TBT or site event you have delivered via the app is to present each attending worker's card to the app (either using NFC or QR code) to confirm they have each received the TBT. It is not our policy to allow any other method of "bulk award" without the individual worker's card being re-presented, as our approach maintains the rigour of our processes and helps confirm the individual attended.

Q3.28: With the Passport app, if I don't use it for a few minutes, it times out and I have to restart it. Is there any way to let me reopen the app faster?

If the app is closed, then the card checker will need to rescan their card to regain access when next launched. This is a security feature to prevent unauthorised access to the app on a card checker's mobile phone. If you find that the app is closing when minimised and you have not closed it manually yourself, it may be that your device has a battery-saving mode which closes apps that are not currently being used to save power. It should be possible to exclude the Passport app from being closed by this feature, although the precise mechanism to disable this will vary depending on the model of phone being used. Please consult the phone's manufacturer instructions (or the internet) for further guidance relating to your particular device.

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Q3.29: How does a Site Supervisor or Project Controller see all activity on site or project if not everyone swipes in/ out on their specific phone?

Each mobile phone used to swipe people in/ out using the app contains a record of these cardholders and their activities. On a busy site or project, teams of people will swipe in/ out with different team leaders, so no single phone on site will hold the record of everyone on site that shift. However, as all swipes are uploaded to the central database, there are site or project user roles available on the main Passport browser-based application, which will display all relevant swipe activity to appropriately logged-in users. These user roles also provide a muster list showing everyone currently on site/ project in the case of an emergency or evacuation.

Please follow the following process to get a site/ project login.

You will need to complete a 'Project Manager Login Access Request Form' and obtain your Sponsor company's sign off and send to the Mitie helpdesk for review and approval (he.validate@mitie.com). You'll be advised once your account has been set up in the system and is ready to use.

Q3.30: How does a worker change sponsorship? Is this something the sponsor can do or what is the process?

When workers need to change sponsors, all the previous sponsor needs to do is log their sponsorship end date in the sponsorship tab on the worker's record. This immediately makes this worker record available for sponsorship by the new sponsor through a simple search on Passport.

If the previous sponsor has not entered an end date for the sponsorship, the worker's record is not available to be picked up by the new sponsor. If this has happened to you, please contact your previous sponsor and ask them to enter the relevant end date in your sponsorship tab, (as above). If, however you need to escalate this, please contact the helpdesk via e-mail (he.validate@mitie.com) for assistance.

Q3.31: Can we log a location where our workers are based by default which might not be the same as the various sites they access per shift?

Yes, you may. On the person's Details tab on Passport there are some additional data fields for this sort of use – and there is also a pre-defined Cost Centre field which might also suit your purpose. Simply enter the text that you require and this is then associated with the worker record at all times. In addition, any card swipes they do will be logged automatically at the projects/ sites they were at.

Q3.32: What is the best way for us to monitor where workers are exceeding 12 hours on shift?

Neither the system nor the app automatically alerts users as we haven't yet finalised fatigue rules that will apply across the HE network. However, when using the app to swipe a worker in, the date/ time and duration of the last shift is displayed for the card checker's information. If logged in to the main Passport browser-based application, the number of hours a worker has currently been on site is shown on the Muster List view which is available to sponsors (for their workers only) and site or project user roles on the main Passport browser-based application. The Swipe Shifts view that is also available to these users shows the number of hours worked per person within the selected time period.

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Q3.33: Can we link Passport to remote log stations, which have fingerprint scanners or similar?

This would be possible for an additional fee in the longer term but will not be considered during this initial phase which concludes November 2019. If you want to look at this functionality you need to get the backing from your company and then approach Highways England to discuss this further for the longer-term.

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Section 4: The Highways England Common Induction (HCI)

Q4.1: What is the Highways England Common Induction training?

It is the Common Induction (HCI) course developed to promote best practice standards including Safety, Health, Wellbeing and Environment management. It raises awareness on the significant risks on the strategic road network, helps eliminate repetitive general site inductions and aims to set common standards on the network.

Q4.2: Can I use it at all Highways England sites?

The HCI is about common standards and is designed to cover the core H&S elements, eliminating the need for the general part of site inductions, so that only the site-specific elements need to be covered in addition. Therefore in time, we expect an increasing number of HE sites will look for this training on people's records. Please contact the area/ project principal contractor you will be working for to check their rules before you are due to start work.

Q4.3: Will the Highways England Common Induction replace all site inductions?

No. The concept is by undertaking the Common Induction separately sites can concentrate on just delivering the site-specific safety briefing focussed on the right risks and hazards. Such separate site-specific inductions will provide you with any additional procedures not covered in the Common Induction training.

Q4.4: How do I book the Common Induction course?

Your employer or the main contractor you are contracted to will advise of the next available course. This will be either an in-house or externally provided course.

For common induction booking and training queries please contact Lantra. Tel: 02476- 696996. Email: HCI@lantra.co.uk.

Note that you can also book the Highways England Common Induction online at www.coursesight.co.uk. Many of Lantra's approved providers have their courses here and you can book and pay online. If booking through CourseSight, successful achievement of the HCI course is transferred immediately from CourseSight to the cardholder's record on Passport, meaning that you have the evidence of achievement very fast.

Q4.5: I am an owner operator. How do I register to undertake the Highways England Common Induction?

For common induction booking and training queries please contact Lantra. Tel: 02476- 696996. Email: HCI@lantra.co.uk.

Note that you can also book the Highways England Common Induction online at www.coursesight.co.uk. Many of Lantra's approved providers have their courses here and you can book and pay online. If booking through CourseSight, successful achievement of the HCI course is transferred immediately from CourseSight to the cardholder's record on Passport, meaning that you have the evidence of achievement very fast.

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Q4.6: As a Training Provider delivering HCI training, what is the process for getting the outcome recorded on Passport? I do not have a login to do this.

Lantra is responsible for the logging of successful HCI achievements directly into Passport and you will need to notify Lantra of the delegates' successful outcomes in your usual way. The only exception to this is if you are an approved Lantra provider, delivering the approved HCI content and you use CourseSight to manage your training bookings. In this case, you can enter the outcome on CourseSight and this will get automatically transferred on the same day into Passport for you, as CourseSight ensures that only approved providers and content get transferred which meets Lantra's QA processes.

Q4.7: What happens to my record once I have completed the Common Induction and passed the test?

Once you have successfully passed the Highways England Common Induction training, Lantra will update your record on the Passport database. It will then be visible to all authorised card checkers when they check your card. Note you should ensure that your sponsor/employer has added your record to Passport before attending training so that there is no delay in updating your record.

If the HCI course was booked with a Lantra-approved provider on CourseSight, provided that the worker record exists in Passport the outcome will be transferred automatically to Passport without any delay as soon as the training provider confirms the successful outcome on CourseSight.

Q4.8: How long before I am required to undertake a refresher induction?

The Common Induction training is valid for 3 years, unless circumstance dictates otherwise.

Q4.9: How much does the Common Induction training cost?

For common induction booking and training queries, please contact Lantra.

Tel: 02476- 696996. Email: HCI@lantra.co.uk

Note that you can book the Highways England Common Induction online at www.coursesight.co.uk and can see all prices from these training providers displayed on the website. Many of Lantra's approved providers have their courses here and you can book and pay online. If booking through CourseSight, successful achievement of the HCI course is transferred immediately from CourseSight to the cardholder's record on Passport, meaning that you have the evidence of achievement very fast.

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Section 5: Further Information and Contacts

Q5.1: Who do I go to for Customer Service queries on the network?

Contact Highways England Customer Service: **0300 123 5000**

Email: info@highwaysengland.co.uk

Q5.2: Who can I speak to if I am not yet registered on Passport and have a query that is not covered in the FAQs or elsewhere on the Safety Hub?

First do read the brochure called HE Passport for Companies. If you still have a question, then please email: healthandsafetypassport@highwaysengland.co.uk

Q5.3: Who do I speak to with user support queries (if you are already using Passport)?

Contact the Mitec helpdesk.

Tel: **0330 726 0225**. Email: he.validate@mitie.com

Q5.4: Who do I speak to with my questions about the Highways Common Induction?

Contact Lantra.

Tel: **02476- 696996**. Email: HCI@lantra.co.uk

Q5.5: How do we feedback on the system with ideas and suggestions for other functionality we'd like to see?

The best contact will be the MiTec helpdesk, marking your e-mail subject: HE Passport Feedback.

Email: he.validate@mitie.com