

Frequently Asked Questions (August 2020)

We've put together some commonly asked questions to give you more information about the HE Passport Scheme.

These are some key links where you can find information about the scheme:

- [Implementation Plan](#)
- [Who Should be Registered on the Scheme \(and Who Doesn't Need to Be\)](#)

The document contains 2 main sections, for:

[1- Employers/Self-Employers](#)

[2- Cardholders](#)

Employers/Self-Employed

[Is the Passport Scheme Mandatory?](#)

The HE Passport Scheme is an industry led scheme, endorsed by both the Supply Chain Safety Leadership Group and Highways England.

It's not mandated by Highways England, however it is possible that Principal Contractors have it as a requirement to work on a Project or Scheme; You are advised to contact the Principal Contractor of the Project or Scheme you are working on to understand the expectations of the PC.

[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), avoiding having to go through the process again.

[Will there be any updates to the Passport system?](#)

Yes, as part of the transition from proof of concept to full implementation the passport system will be upgraded to validate version 5 on 1st August 2020.

Note: Passport is the brand name of the Validate system, supported by Mitie, when used on Highways.

[Will cards issued to my workers in the old system still work after the upgrade?](#)

Yes, they will. You only need to order new physical smartcards for new workers you add to the upgraded system. Plus, you can order virtual cards for any of your workers (there is no further charge for these).

[What do we have to do before or immediately after the upgrade?](#)

BEFORE the Upgrade: We have advised companies to get their worker records in order before the upgrade by terminating employment or sponsorship for workers you are no longer responsible and wherever possible updating a worker's record with their e-mail and/ or mobile number.

AFTER the Upgrade: When you first visit the new homepage and login screen, the first thing you need to do is **CHANGE** your Password. Simply click the "Forgotten Password?" link in the login box and follow the instructions. Once you have completed this, login and take a look at the new

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look system and check out your worker records. You will also be able to see which worker records are due for a subscription renewal by 1st October.

Do make sure you renew all your active workers whose subscriptions are due for expiry, as otherwise you will lose access to them.

[Is there a promotional discount on subscriptions?](#)

Any worker subscription that is due on October 1st can be renewed before this date at a rate of £25 (instead of the usual £29) for the first year only. The annual charge will increase to £29 on October 1st for any renewal or new worker record added from that date.

By extension, any employer whose workers have an expiry up to mid-December 2020 and choose to renew as soon as the forthcoming expiry is flagged (12 weeks before) can also benefit from the discounted charge of £25 for year 1 only.

Note: There is no need to delay subscription renewals. No employer is disadvantaged by renewing early (i.e. within 12 weeks of the subscription expiry date - you are always credited with the full year (i.e. if a worker's subscription is due by October 1st and the employer renews it on August 3rd, the worker's subscription will be valid up to the end of September 30th 2021).

[How do I sign up my company to Passport?](#)

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

[What happens when one of my employees leave?](#)

The main idea of the scheme is that cardholders can move between employers and across supply chain and record travels with them; they retain the same card and all the previous training and qualifications history.

As part of the process when your employee leaves, your Passport admin should "de-register" him/her on the system on their last day; this will allow a new employer to pick up the record on the system and register him/her from that point. This also means renewal charges from that point are to be covered by new employer.

[What is the cost?](#)

There is a simple, single annual cost of £29 per individual record on the Passport system, which includes the person's first smartcard. There is also a charge for the Highways Common Induction (HCI). To have access to complete the induction a token is required per person, which costs £12. A refresh of the HCI every 3 years is required

[Are there any other costs such as to add a new training record for example?](#)

The annual charge per cardholder covers the system's usage. The only additional charge that may occur is for replacement cards if the original is lost or damaged by the cardholder. The cost of a replacement card is £6 + VAT.

[Can any company working on Highways England network sign up and start using Passport?](#)

Yes, the scheme is designed for all Tiers to directly join the scheme, not just Tiers 1.

[Can self-employed / owner operators join the passport scheme?](#)

Yes, certainly. Everyone - no matter the size of the company - can join the Scheme.

There is an annual subscription fee for each worker record added to the Passport software system and service. Depending on the size of your company, Mitie will either offer credit facilities or – more usually – you simply pay online for each worker record as you add it using a credit/ debit card. There is also a separate charge for the Highways Common Induction. The HCI provider requires payments up-front.

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I provide construction services to both Major Projects and Operations Directorates; will I need a to provide separate Passport and Common Induction for my employees for each directorate?

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

How do I sign up my company to Passport?

Go the [Passport](#) homepage and register your company (simply by clicking the Company Registration button in the login box). Mitie will then contact you to complete the on-boarding process before providing you with your login to access the software system.

What do I need to do first: Register on the Passport system or the Highways Common Induction?

Create the record on the passport system; as soon as the record is created the system assigned a unique number that is required for the Highways Common Induction, this is to allow connection between the information in the two systems.

Please note you do not need to wait for the card to arrive to complete the HCI.

How can Passport cards get checked? Do we need special readers?

There is a dedicated app available for free download from the Apple store for iOS devices and Google Play for devices using the Android operating system.

- For IOS, search for Validate 5 QR.
- For Android, search for Validate 5 or Validate 5 QR

There are two versions published for Android. If your phone supports NFC (Near Field Communication) you should download this version of the app called Validate 5 (this supports NFC and also supports QR code scanning). If your Android device does not support NFC, download the QR code version.

On iPhone, at present the iPhone app does not support NFC scanning, but you can still scan using the QR code on each smartcard.

If not using the app but you have a tablet or laptop that you want to use, then use our Web Card Reader. Similar to the app in functionality, you don't need to install any software on your device but you must have comms to use it (whereas the app can cache data on recently read cards). For information, go the Web Card Reader link on the Passport system homepage (<https://he.validate.mitie.com>).

There is also software that supports PC-connected smartcard readers and this approach works well in depots or site offices. There are a range of readers available that are compatible with the smartcards, the following readers have been tested and are recommended:

- HID Omnikey 5021 (desktop)
- HID Omnikey 5022 (desktop)
- HID Omnikey 5023 (desktop)

You can choose either to download the app on an Apple or Android device, or to buy a reader.

Don't forget that you can read virtual smartcards as well as physical using the same methods of reading (NB: Virtual smartcards do not use NFC).

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.

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Who is a Passport Administrator?

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.

If you are self-employed, please contact Mitie for administrator support.

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

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

Yes. 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 should manage the Passport database.

How do cardholders receive their Passport smartcard?

All requested physical 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.

Note: During current Covid-19 restrictions it is also possible for Passport administrators to enter a home address for a cardholder and request that the physical smartcard is sent directly to the recipient. Also don't forget that virtual smartcards can also be requested for cardholders. These are delivered in minutes directly to the worker's mobile phone.

Can CSCS competencies be added to Passport?

Yes, and in the recent upgrade this functionality has been enhanced. Using our own software to poll the CSCS management service in real-time will enable CSCS (and some Partner Scheme) cards to be checked and then logged on Passport, as well as the competencies transferred across. These competencies can then be surfaced on the worker's Passport smartcard. Multiple cards can be stored and updated on a Passport worker record, together with the cards' images.

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.

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 scan each attending worker's card with the app (either using NFC or QR code) to confirm they have each received the TBT.

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.

How do I de-register someone who is leaving my company?

All you need to do is log the end of employment date in the worker's record. This immediately makes this worker record available for another employer to register the card holder as an

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employee through a simple search on Passport. Please note the passport industry scheme rules require the employers to de-register all records as soon as the employee leaves the company.

What is the Highways Common Induction?

The Highways Common Induction (HCI) is been developed to a video based induction, followed by a competency assessment by a company called Power Plus. The induction aim to promote best practice standards including Safety, Health, Wellbeing and Environment management. It raises awareness on the significant risks on the strategic road network, and to set common standards on the network. The HCI should ideally completed before you start work on the network.

Will the Highways 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.

Some of all our cardholders completed previous HCI delivered via Lantra, does this mean they need to now go through the new online version?

For people who completed the previous HCI is not a requirement to do the new online version until your current HCI has expired. The expiry date agreed at the time will be honoured.

As an employer how do I set up so my employees can complete the new HCI?

As an employer it is easy to set up so your employees can complete the HCI. First, make sure each worker has been added to Passport and their first year's subscription paid. Then, you will need to visit the HCI site (link to be provided in a future update) to commence the registration process.

How much does the HCI cost and how do I pay for this?

Once an employer is set up in the system they can chose to pay in two ways. Firstly, to buy credits up front which members of staff can use as they need to complete the induction. Depending on the size of your company and payment preference you can do this by credit card or invoice. Secondly to pay as you go where you would use a credit card to pay for the HCI as and when required. The HCI costs £12 per person. The Highways Common Induction is valid for 3 years.

Cardholders

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), without having to go through it again. Cardholders can view a copy of their own full record. Passport also aims to drive a consistent and common standard across sites and projects.

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. When you leave a company, your employer (HE Passport admin) should "de-register" you on the system; this will allow your new employer to "register" you as an employee.

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[I am Highways England employee; do I need a Passport smartcard and Common Induction training?](#)

A group of people in the Health and Safety team are leading the conversations with each directorate to finalise the list of people who will require passport and/or the Highways Common Induction. An internal communication is being prepared.

[Is Passport replacing WAFO for Highways England employees?](#)

No. At the moment Passport is not replacing any current internal processes, and not every employee in Highways England would require Passport. As mentioned above an internal communication is being prepared to specify who would require or not Passport and/or Highways Common Induction.

[Do I need to renew my Motorway Pass \(MAPPA Card\) if I have a Passport smartcard?](#)

No, the Passport can act as a motorway pass.

[According to the requirements list I do not need Passport, but the Principal Contractor says I need a Passport card, which is correct?](#)

The information provided on [Who Should be Registered on the Scheme](#) document is the minimum requirements set for the industry. The Principal Contractor may, as is there right under CDM, ask for additional requirements over and above the minimum requirements set out by the industry guidance.

[Will the Passport replace my Construction Skills Certification Scheme \(CSCS\) or CSCS partner card \(e.g. ECS\)?](#)

No. Passport does not replace CSCS card. However, individuals' CSCS competencies and an image of the card itself can be added to their Passport record.

[How secure is the personal data on my Passport smartcard?](#)

Your Passport smartcard holds your 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 version of the Android mobile app or PC-connected card reader application).

It is also possible for authorised card checkers to view your key information by scanning the QR code on the card itself, using the dedicated mobile app (Android and iOS) or Web Card Reader. 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. Your employer will have full visibility of the data recorded on the system.

[What happens if I lose my card or need a replacement?](#)

You should immediately report this to your Passport Administrator who will cancel the card; If you are self-employed, please contact Mitie. This prevents cardholder information being shown when the card is scanned and clearly marks the card as cancelled when scanned.

Replacement cards are normally issued 48 hours after request.

[Can my competence record and personal data be accessed if my Passport smartcard is lost or stolen?](#)

When not cancelled, since the card can be scanned by a card-checker to confirm 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. Self Employed or Owner operators should contact the Mitie helpdesk to do similar.

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As an individual, how do I obtain a Passport card?

Please contact your employer HE Passport Administrator; If you are self-employed please contact Mitie helpdesk.

The information required is: your full name, National Insurance number, date of birth, 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.

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

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. Mitie helpdesk would not be able to provide these details.

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 Passport app by scanning the QR code instead of the NFC chip a copy of the cardholder's key 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.

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 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/>

How do I book the Highways Common Induction (HCI)?

In order to complete the HCI you will need a code from your employer. Once you have this you can log into the system (link to be provided in later updates). If you have not completed the Online HCI before you will need to register and set up an account. This is a simple process just needing basic details. Once registered and when you have entered your code you can log on and complete the HCI.

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How long is the HCI and do I need to sit a test?

The HCI will take around an hour to work through. You will need to make sure you have an hour set aside of quiet time to complete this. Following the HCI you will need to complete a multiple-choice test of 15 randomly chosen questions. These questions will be taken from contact you will cover in the course. No prior knowledge is required.

What equipment do I need to complete the Online HCI?

It is easy to complete the HCI and ideally you would do this prior to arriving on site on your own computer. If not, you can complete when you arrive. The HCI can be completed on a computer, tablet or phone. Any internet enabled device. The system is web based so as long as you can get on the internet you can complete the induction.

What happens to my record once I have completed the Highways Common Induction and passed the test?

Once you have successfully passed the Highways Common Induction, the record will be automatically* added to the Passport database. It will then be visible to all authorised card checkers when they check your card.

***Note:** You should ensure that your employer has added your record to Passport before attending training so that there is no delay in updating your record.

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

Important contacts:

- ✚ Cards/System- For new companies or self-employed to join and passport administrators support queries please contact Mitec helpdesk. Tel: 0330 726 0225. Email: he.validate@mitie.com
- ✚ HCI- We are currently developing a document to explain you everything about the new online version of the HCI; if your query is not covered within this document and you need an urgent answer please e-mail us HEPassport@highwaysengland.co.uk
- ✚ For any other general queries, not covered within this document please e-mail us HEPassport@highwaysengland.co.uk