

Provider Frequently Asked Questions September 2023

Any questions regarding e-cards and e-certificates or the 'Learner Hub', please contact the Customer Service Team; Tel: 02476 696 996 option 2 or email awards@lantra.co.uk

Key dates:

- a) e-certificates have been available since September 2021
- b) e-cards
 - FISS CSCS e-cards were launched 1st April 2022; running alongside Smartcards.
 - NHSS 12ABCD (TM/CSCS) e-cards have been available from since 1st April 2023

1. What is an electronic card (e-card)?												
<p>It is an electronic version of a physical card or Smartcard.</p> <p>Learners can download their e-card to their smart phone (or smart device) and can easily share their registered skills with their employer or a third party.</p>												
2. Why are Lantra moving to e-cards and e-certificates?												
<ul style="list-style-type: none"> • Part of the CSCS partnership scheme with NHSS 10B/12ABCD (TM/CSCS), was for Lantra to upgrade to electronic solutions and the industry's future preferred option is the electronic skills identity cards; and moving away from physical products like Smartcards. • It's an eco-friendlier system and will reduce the amount of plastic demand and subsequent waste. • Simple to use, quick and readily available. A more efficient system which will benefit learners, employers and providers. 												
3. When submitting an order, what product(s) can be selected?												
<p>The information below provides an extract from the Form 9. The following items can be requested.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th colspan="4">Tick Appropriate Product</th> </tr> <tr> <th>Cert</th> <th>Smart Card</th> <th>Ecard/ Update</th> <th>Add On</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </tbody> </table> <ol style="list-style-type: none"> 1) Certificate <ul style="list-style-type: none"> • Learners will receive an email with their e-certificate attached. • Providers will receive a confirmation email of the learner's achievement(s), with a copy of the individual learner's e-certificate attached. 2) Smartcard <ul style="list-style-type: none"> • Available for a short period only. The Smartcard will be sent direct to the Provider. 3) e-card/update <ul style="list-style-type: none"> • Learners will receive an email to prompt them to download their e-card and upload to their PassWallet. • The Provider will receive an NHSS report. 4) Add-on <ul style="list-style-type: none"> • Where a learner has a Smartcard/e-card, the card needs to be re-scanned to update information; for example when new skills are added. <p>For a short period and while stocks last, Smartcards will remain available. For current fees please refer to the Lantra service fee price list.</p>	Tick Appropriate Product				Cert	Smart Card	Ecard/ Update	Add On	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Cert	Smart Card	Ecard/ Update	Add On									
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>									

4. Are photographs required for the issuing of an e-card?
Lantra will require a passport type image of the learner when the learner is registered for training or assessment. This will enable the production of an e-card.
5. Why do learners need to provide an email address?
To enable Lantra to supply learners with e-certificates and e-cards.
6. How does a learner access their e-card?
Learners can access their e-card, worldwide, directly from the Lantra website 'Learner Hub'. Please use the following link: https://ordering.lantra.co.uk/LogIn.aspx
7. Can the e-card/e-certificate be shared with another person?
<p>Learners can share their e-card and e-certificate information:</p> <ol style="list-style-type: none"> 1) from the Lantra Learner Hub 2) by forwarding the email received with the attached certificate 3) via their e-card or e-certificate held on their smart device <p>Training Providers can forward a copy of the NHSS card report, by email, as a PDF file. The file contains a QR code and can be scanned and downloaded to a smart device.</p>
8. Learner Hub information; what is the Learner Hub and how is it accessed?
<p>The Learner Hub is a secure online account containing personal data and is the platform where Learners can access their e-certificates and e-cards.</p> <p>The learner will require a personal, unique email address to access the Learner Hub.</p> <p>Lantra do not advise using shared email addresses such as info@ / admin@.</p>
9. Is a device required to read the e-card?
<p>Yes. Learners will need a smart device.</p> <ol style="list-style-type: none"> 1) Once accessing the 'cards' section in the Learner Hub the learner will be presented with a QR code. 2) On the smart phone or device; using the camera, learners will need to scan the QR code which will automatically download the e-card to their electronic wallet. 3) Learners using Android phones are advised to use 'PassWallet'. The app will need to be downloaded before scanning the QR code. 4) Other electronic wallets are available to use, i.e. the Apple Wallet
10. How does the Training Provider access the NHSS e-card report?
When Lantra has processed the order, the Training Provider will receive an email giving access to the e-card report as a PDF file. This can then be shared with all relevant parties.
11. Can a physical NHSS12 Smartcard still be requested?
<p>Yes, while stocks last. Lantra has a limited availability of physical Smartcards.</p> <p>Providers or Learners can request a physical Smartcard. From 1st April 2023 e-cards will be issued by Lantra unless a physical Smartcard is specifically requested.</p>
12. Will the Smartcard still be available to view on GoSmart card checker?
<p>Smartcards issued will continue to be updated on the GoSmart card checker https://cardcheck.gosmart.co.uk/</p> <ul style="list-style-type: none"> • e-cards issued from 3rd April 2023 will not be available on the GoSmart card checker.

13. How are Providers/Learners/Employers able to check an e-card?

- Providers should access Quartzweb to check a learner's skills and to verify the Learner has been issued an e-card; <https://ordering.lantra.co.uk/>
- Learners can log on to the Learner Hub: <https://ordering.lantra.co.uk/>
- Employers can use a learner checker on the Lantra website: <https://www.lantra.co.uk/certificate-checker/learner-checker>

Scan the QR code from the e-card or the e-card card **report** to view the Learners skills record.

Additional information is available: 'How to check your e-card registered skills' V1 guidance document, issued May 2023