Subject: Learners engaging directly with Lantra

Date: 14th December 2020

Lantra is receiving higher than average enquiries from Learners regarding their qualifications being registered. It is established practice that Lantra refer the Learners directly to Providers. This is because the Providers are responsible for setting the expectation levels with their customers.

Lantra is responsible for informing our Providers on our current Turnaround times which is supplied weekly and also available on our website https://www.lantra.co.uk/nhss-providers.

You can check whether orders have been registered by Lantra by logging at https://ordering.lantra.co.uk/ and use the Review Your Orders section. Please see Annex A attached.

Subject: Unnecessarily ordering Replacement NHSS One Smartcard Orders

Date: 14th December 2020

The Award and Certification teams have identified that there is a significant number of Learner registrations where the end product is always selected as 'card'. Where a Learner already has a NHSS One Smartcard requesting an additional one creates an issue. Any existing NHSS One Smartcards will be deactivated when we receive a replacement card request. A deactivated card cannot be reactivated and may impact a Learner's ability to enter a site for work.

The quickest way to check whether a Learner already has a NHSS One Smartcard is to use the https://cardcheck.gosmart.co.uk/ and enter the Learner's Lantra ID code and check with the client.

Lantra