

## Q&A from Sentinel Site Access presentation at Training Provider Forum

### Question 1

**Q:** Will trainers and assessors swipe in delegates to the training centre themselves every day or can their administrators do this?

**A:** Administrators or Trainers/Assessors can swipe people in - the individual Training Provider is to decide on what works best for them. If Administrators do not have a Sentinel card they can be set up with a logon but please be aware that if an individual is swiped in via a PC card reader then that individual also needs to be swiped out via the card reader at the end of the day. **NOTE:** If an administrator log in is required and it has not already been requested to the Sentinel team then contact: [Sentinel@mitie.com](mailto:Sentinel@mitie.com)

### Question 2

**Q:** What will the Training Provider's location list look like when the system is upgraded / released?

**A:** The Training Provider's location will be the **name** of the Training Provider with no physical address and so delegates should be swiped in / out to the Training Providers name.

### Question 3

**Q:** Are trainers / assessors required to swipe in / out to the training centre every day?

**A:** Yes. If the trainer / assessor is not a Controller of Site Safety (COSS) and cannot swipe themselves in to the mobile app then their administrator should swipe them in using their log on and PC card reader.

### Question 4

**Q:** Will trainers / assessors who are not COSS's still be flagged as 'card checkers' so that they can swipe delegates in and out of their centres?

**A:** Yes. Anyone that needs to check a card, i.e. Trainers, Assessors, Admin and COSS's and Lone Workers, will all have the ability to swipe people in.

### Question 5

**Q:** If a Training / Assessment Provider notes that their provider name is missing can they add this themselves via their administrators or is it managed through the Sentinel team?

**A:** 'Locations' can only be added by the Location Administrator, so if one is missing then the Sentinel Helpdesk would need to be contacted on **0330 726 2222**.

### Question 6

- Q:** When trainers and assessors are taking delegates trackside for their practical events, will they be required to change their location to the access point they are using and then change it back to the Training Provider's name?
- A:** Access points are not currently in the Sentinel system. It is envisaged that trainers / assessors will swipe in to the Training Provider's name and then if they need to take / assess someone trackside they would either:
- a) Join a team where they will be swiped in by the COSS in charge of the team they are joining  
or
  - b) Where the trainer / assessor becomes the delegates / candidates COSS, they would provide a Safety Brief and acknowledge the safety briefing on the app

### Question 7

- Q:** When assessors are doing workplace assessments in the field do they have to swipe the person they are assessing to check their competence?
- A:** If the assessor wants to record use of competence then they will have to swipe in the individual being assessed. Alternatively, they can 'Check a Card' to authenticate the individual, i.e. check their competence, and this functionality can be found on the sub-menu of the mobile app.

### Question 8

- Q:** Can recording use of competence in the Sentinel mobile app replace the use of the paper logbook?
- A:** Competences can be recorded by a card checker, via the app, but it is not mandatory to be done this way. When a card checker records use of competence in the mobile app then it is stored as an electronic copy in the individual's [MySentinel account](#), which can be used as an alternative to their paper logbook. Please note the mobile app can only record Sentinel competences and it does not replace any other sections of the paper logbook.

Trainers / assessors determining if an individual is eligible for training can check one or the other or both to make sure that they have seen all records. It may be possible that workers will use one or the other in between training / assessment and therefore to gain the full picture then both would need to be checked.

Competences recorded in the Sentinel mobile app do not have to be duplicated in the paper logbook.