

Who to contact and how

Role	Topic	Contact	Details
Sponsor	Issues with ordering cards	Sentinel help desk	sentinel@mitie.com Tel: 0330 7262 222
	Medical certificate	Medical provider	https://www.risqs.org/medicaldanda-providers/
	Sentinel investigations	Sentinel Investigations Team	sentinelinvestigations@networkrail.co.uk
	Finding RTAS Assured Training Providers	NSAR Training Directory	https://nsar.skillsbackbone.com/directory
Assured Provider	Add Trainer Capability	NSAR Skills BackBone	https://nsar.skillsbackbone.com/login
	RTAS Rules query	NSAR Freshdesk	https://nsar.freshdesk.com/support/login
	Practical Site Approvals	NSAR Skills BackBone	https://nsar.skillsbackbone.com/login https://nsar.freshdesk.com/support/login
	Reporting alleged breaches of RTAS	NSAR	FormalReview@nsar.co.uk
	Materials access (RTAS)	NSAR	https://nsar.freshdesk.com/support/login
	Materials access (non-RTAS)	NR Training Toolkit	trainingsolutionsmedia@networkrail.co.uk
Card holder	Lost card	Primary Sponsor	Specific to individual
	My Sentinel log in	Sentinel help desk	sentinel@mitie.com
	Report alleged breach of Safety/Sentinel scheme Rules/Life Saving Rules/RTAS Rules	CIRAS	Report hotline: 0800 4 101 101 https://www.ciras.org.uk/raise-a-concern/
Assured Trainer/ assessor	Materials feedback	NR Training toolkit	https://www.trainingtoolkit.networkrail.co.uk/
	Query related to pre-requisites in course materials	NR Training toolkit	https://www.trainingtoolkit.networkrail.co.uk/
	Non-RTAS Assured Courses	NR Training Toolkit	trainingsolutionsmedia@networkrail.co.uk
	Online Assessments system	Question Tools	railexams@questiontools.com
	Online Assessment content	NR Training Solutions	trainingsolutionsdesign@networkrail.co.uk

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	e-learning site	Moodle	https://help.tituslearning.com/
	e-learning content	NR Training Solutions	trainingsolutionsdesign@networkrail.co.uk
	Core exams	NSAR Freshdesk	https://nsar.freshdesk.com/support/login
General			
Reporting trespass on RMI	BTP	Text 61016 to report a crime or incident Tel: 0800 405 040 https://www.btp.police.uk/tocreportcrime/default.aspx In an emergency call 999	
Safety Critical roles to report medication	Chemist on Call	Tel: 0800 083 3324 Option 1 Chemist on Call log in details	
Confidential reporting for Safety	CIRAS	Report hotline: 0800 4 101 101 https://www.ciras.org.uk/raise-a-concern/	
NR confidential reporting service (whistleblowing)	Speak Out	https://wrs.expolink.co.uk/networkrail Urgent health and safety issues: 0808 143 0100	
A Close Call is defined as anything that has the potential to cause harm or damage	Close Call	closecallreporting@networkrail.co.uk Tel: 01908 723500 Close Call page	
Report modern slavery	Modern Slavery Helpline	https://www.modernslaveryhelpline.org/ Tel: 08000 121 700	