

Who to contact and how

For Network Rail employees only

Role	Topic	Contact	Details
Sponsor/Line Manager/CDS	Issues with ordering cards	Sentinel help desk	sentinel@mitie.com Tel: 0330 7262 222
	Medical certificate	HR Shared Services medical team	HRAdministrationHRSS@networkrail.co.uk
	Sentinel investigations	Sentinel Investigations Team	sentinelinvestigations@networkrail.co.uk
	Knowledge test access issues	Question Tools TEAS Team	railexams@questiontools.com SkillsAssessment@networkrail.co.uk
	Queries about competence management	TEAS	SkillsAssessment@networkrail.co.uk TEAS contact details
	Training requirements	NR Training	NR Training key contacts
Assured Provider/Training Delivery Manager	Adding NR Trainer Capability to Sentinel	Sentinel Operations Team	sentinelenquiries@mitie.com
	RTAS Rules query	NSAR Freshdesk	https://nsar.freshdesk.com/support/login
	Practical Site Approvals	NSAR Skills BackBone	https://nsar.skillsbackbone.com/login
	Reporting alleged breaches of RTAS	NSAR	FormalReview@nsar.co.uk
	Materials access	NR Training Toolkit	trainingsolutionsmedia@networkrail.co.uk
	Access login to Sentinel database	Sentinel help desk	sentinel@mitie.com Tel: 0330 7262 222
Card holder/ NR employee	Lost card – maintenance and operations	Line Manager/ CDS	Specific to individual
	Lost card - all non-maintenance and non-network operations	HR Shared Services team	HRSSSentinelcards@networkrail.co.uk
	My Sentinel login	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/
Trainer/assessor	Materials feedback	NR Training Toolkit	https://www.trainingtoolkit.networkrail.co.uk/

Who to contact and how

	Query related to pre-requisites in course materials	NR Training toolkit	https://www.trainingtoolkit.networkrail.co.uk/
	Online Assessments system for COSS RC	Question Tools	railexams@questiontools.com
	Online Assessment content	NR Training Solutions	trainingsolutionsdesign@networkrail.co.uk
	e-learning site	NR IT Helpdesk	http://connect/SelfService/webform.aspx?getform=Content/ithd/FormLoggingRequest.aspx
	e-learning content	NR Training Solutions	trainingsolutionsdesign@networkrail.co.uk
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	
Skills Assessment Scheme enquiries	TEAS team	SkillsAssessment@networkrail.co.uk	
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	