



## FAQs – New Supplier

### General

#### Why did City & Guilds not tender for the NRoSO contract?

City & Guilds decided not to tender for the NRoSO contract to concentrate on its core activities within the Land based sector. City & Guilds will continue to develop qualifications and assessments including T-levels, Apprenticeships and Certificates of Competence (including the PA1 and additional application units e.g. PA2) which are prerequisites for becoming a NRoSO member). The VI would sincerely like to thank City & Guilds for running the NRoSO scheme since 2002. Their contribution has significantly improved best practice and knowledge across the UK sprayer operator base, and their input into the development and administration of the scheme is greatly appreciated.

#### Who is the new supplier?

The contracted supplier to run the National Register of Sprayer Operators from 26 January 2023 will be BASIS. BASIS is an independent organisation committed to raising professional standards across land management and food production by supporting people and businesses with our industry leading qualifications, professional registers and auditing schemes. BASIS has run a number of other professional registers for a number of years so brings a wealth of experience to NRoSO.

### Data Sharing

#### Why are City & Guilds sharing my data?

City & Guilds is required to share member data with the Voluntary Initiative (VI) to ensure members are not disadvantaged and continuation of their membership is processed. This is the minimum data required. No irrelevant information will be shared which includes any historical data that is not relevant to the new supplier for the provision of the NRoSO scheme.

#### How will my data be shared?

Member data will be extracted from the existing NRoSO database and shared with the Voluntary Initiative (VI) through a central secure site (encrypted and password protected) that only the VI and City and Guilds will have access to.

The VI will share this data with the new supplier once a data sharing agreement is in place.

#### What happens if I don't want to share my data?

If, for any reason, members object to their data being shared with the new provider, they must contact the current NRoSO Support Team within 14 days in writing of receiving their notification email or letter. Membership details will then be deleted from the data being

shared with the new supplier. You will then no longer be a NRoSO member since your membership will be terminated.

Data subjects not wanting their data to be shared will need to manage this with the relevant farm assurance bodies.

You will, of course be most welcome to re-join the scheme once the change to the new supplier has happened.

NRoSO Support Team contact details:

Email: [nrososupport@cityandguilds.com](mailto:nrososupport@cityandguilds.com)

By post: The NRoSO Customer Support Team, City & Guilds, 4 Red Hall Court, Wakefield, WF1 2UN

You can find more information about how City & Guilds currently processes your data and how to exercise your right as a data subject in our NRoSO [Privacy Notice](#)

## Membership

### **I am an existing member and my membership expires before the 23 December.**

You should renew your membership as normal using one of the payment methods outlined below

### **What happens if I cancel my membership before 23 Dec?**

Members who cancel their membership prior to December 23<sup>rd</sup>, 2022 will have their data deleted from the final data extract to be shared with the new supplier. Members taking this option will need to manage this with the relevant farm assurance bodies from the date you cancel your membership

### **I am an existing member and my membership expires after the 23 December?**

Please contact the VI/BASIS, but do not worry since a grace period will be granted.

### **Will I still receive a digital credential for my membership?**

Yes – for all members who join up to or including the 23 December.

### **Will the VI be removing the COVID19 compassion scheme on the 01.01.23?**

No, the VI will be extending the current COVID 19 compassion scheme, in its current form, until at least the 31<sup>st</sup> March 2023.

## Payments

### **I currently pay my membership by Cheque?**

City & Guilds will continue to process cheques received up to and including 23<sup>rd</sup> December 2022. Any cheques received after this date will be destroyed. Membership details will be updated to reflect this payment and shared with the new supplier.

Members are advised to arrange payment with the new supplier for late payment or renewals that fall after the 23<sup>rd</sup> December, 2022 date.

### **I currently pay my membership by Direct Debit?**

City & Guilds will continue to take any direct debits up to and including 23<sup>rd</sup> December 2022 for those renewals up to and including that date. Membership details will be updated to reflect this payment and shared with the new supplier. Members are then advised to cancel any further direct debits with City and Guilds and speak to the new supplier to arrange future payments.

### **I currently pay my membership by BACs?**

City & Guilds will continue to take BACs payments up to and including 23<sup>rd</sup> December 2022 for those renewals up to and including that date. Membership details will be updated to reflect this payment and shared with the new supplier. Members are then advised to cancel any further BACs with City and Guilds and speak to the new supplier to arrange future payments.

### **I currently pay my membership by Credit Card?**

City & Guilds will continue to accept any online credit card payments up to and including 23<sup>rd</sup> December 2022 for those renewals up to and including that date. The online system will not allow payments via this method from December 24<sup>th</sup>, 2022. Membership details will be updated to reflect this payment and shared with the new supplier. Members should contact the new supplier to arrange future payment.

## **CPD Points**

### **Can I still claim individual CPD points?**

City & Guilds will continue to receive requests/submissions for CPD points up to and including January 18<sup>th</sup>, 2023 (please note – requests/submissions must include the relevant evidence if required). Membership details will be updated to reflect these points and shared with the new supplier.

Members should contact the new supplier for requests for CPD points from January 26<sup>th</sup>, 2023

### **Can I still get CPD points for the events I am running?**

City & Guilds will continue to allocate points up to and including 13<sup>th</sup> January 2023. Any application received thereafter, will need to be submitted to the new supplier who will issue registers retrospectively if successful

### **My CPD event is not until after 14 January 23?**

From the 26<sup>th</sup> January 2023, applicants are advised to contact the new supplier if your event is after the 14<sup>th</sup> January 2023'. Applications for events run between 14<sup>th</sup> and 25<sup>th</sup> January will be reviewed by the new supplier and if suitable, will be awarded points retrospectively

## **Annual training event**

### **What is happening with the FY22/23 Annual training event?**

The Annual Training Event will run as normal with members needing to contact an approved trainer to book onto a course (details of associated training providers will be referenced on the NRoSO website; [www.nroso.org.uk](http://www.nroso.org.uk). Details of the course content will also be available). A knowledge-based test (Test & Check) on the course content will need to be completed by

all active members attending this course. Your 10 CPD points will be allocated on successful completion of both the training and online Test & Check

Members are advised that City & Guilds will administer ATE – derived CPD points up to 23<sup>rd</sup> January 2023 with the new supplier being responsible for point allocation after this date.

### **Is my NRoSO membership number and ID card still valid?**

Memberships and ID cards will still be valid whilst current until your renewal date

### **Will my CPD points carry over to the new supplier**

Your existing points total are included in the data to be shared with the new supplier. Any additional points required/requested after the 25<sup>th</sup> January 2023 would need to be submitted to the new supplier

### **How can I obtain a CPD statement after January 23?**

CPD statements will be available online only until the 25<sup>th</sup> January 2023. Members are advised to contact the new supplier after this date

### **I have a pending membership application**

All membership applications awaiting information from the member will remain on hold/pending until 23<sup>rd</sup> December 2022. If no further information is received to support the application after this date the application will be rejected, and members will be required to contact the new supplier.

### **Will members still receive a copy of the Pro Operator magazine?**

Current NRoSO members will continue to receive Pro Operator under the new supplier.

### **New members PA evidence – new supplier**

If you require evidence of your NPTC PA achievement for a new membership with the new supplier, contact the NPTC team on 02476 857300 for a replacement certificate or ID card, there is currently a charge of £44.00 for a certificate and ID or £10.00 for ID only.

### **I have further questions**

City & Guilds will continue to answer emails and telephone queries up until the 18<sup>th</sup> January 2023. After this date members will receive an automated email or telephone message redirecting to the new supplier. Please contact City & Guilds using the usual channels.

[NRoSO National Register of Sprayer Operators](#)

### **I want to speak to the new supplier?**

There is no real need to contact the new provider at this stage since plans are in place for the switch to the new provider to be seamless. However, BASIS contact details can be found here:

<https://basis-reg.co.uk/contact>

or email [info@voluntaryinitiative.org.uk](mailto:info@voluntaryinitiative.org.uk)