Life Science Industry National Credentialing Register

Frequently Asked Questions

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General Questions

What is the LSI Accredited Credentialing Register?

The Life Science Industry (LSI) National Accredited Credentialing Register has been developed by a group of life science industry associations working together with the Academy for Healthcare Science to provide an accredited mechanism for Trusts to use to confirm the identity, credentials and training status of individuals that visit their sites. The responsibility for this lies with each individual Trust and they have sought a variety of means to address this challenge leading to variable practices in the standards and processes used within the NHS to check status of industry staff on site.

The LSI National Credentialing Register is the first of its kind and sets national standards for healthcare professionals working in the life sciences industry providing reassurance to the NHS.

The LSI National Credentialing Register has been accredited by the *Professional Standards Authority* and is entitled to display the Accredited Register quality mark, a sign that they belong to a register which meets the Professional Standards Authority's robust standards. Accreditation means that the Academy for Healthcare Science's register meets the Professional Standards Authority's high standards in areas including governance, standard-setting, education and training, management of the register, complaints handling and risk management.

The LSI National Credentialing Register provides the assurance that NHS Trusts seek around the credentials of Life Sciences sector staff that interact routinely and directly with NHS front-line staff and/or patients by providing a framework for supporting these interactions. The LSI National Credentialing Register supports joint working in pursuit of improved patient safety, improved outcomes and system efficiency.

Industry, the Academy for Healthcare Science and the NHS have worked together on the key elements and training requirements of the scheme.

The Academy for Healthcare Science is responsible for assessing the merits of individuals on the register.

Why is the LSI National Credentialing Register Required?

Staff from the Life Science Industry engage with NHS staff and patients on a daily basis. It is important that these interactions take place within a professional, ethical and safe framework.

Trusts are looking to confirm the identity, credentials and training status of individuals who visit their sites. Currently the responsibility for this lies with each individual Trust and they have sought a variety of means to address this challenge. This has led to variable practices in the standards and processes used within the NHS to check the status of industry staff on site. This imposes an unnecessary administrative burden on industry where a single, national system would provide greater efficiency.

What will the LSI National Credentialing Register do?

In providing a route to protect the public and assure the NHS, this Register will;

- Establish, and periodically validate against, minimum acceptable standards for registrants and training provision
- Maintain the required standards of conduct, education, training and health & safety criteria
- Provide a single point for NHS staff and the public to verify an individual's status against agreed criteria and eligibility to engage with the NHS
- Support Trusts with regard to credentialing and management of conflicts of interest
- Support the improvement of standards without restricting access to approved individuals.

To ensure the highest standards of governance, the [Professional Standards Authority](#) has independently accredited the Register. This is the same Body that accredits other significant registers:

What is the Academy for Healthcare Science?

The [Academy for Healthcare Science](#) was established as a joint initiative of the UK Health Departments and the professional bodies across Healthcare Science and is the single overarching body for the entire UK Healthcare Science (HCS) workforce and works alongside the healthcare science professional bodies to strengthen the visibility of the contribution of the healthcare science workforce. The initial aim of the Academy was to deliver the Certificate of Attainment and Certificate of Equivalence for the Scientist Training Programme (STP), Equivalence and Registers for those groups who were not regulated by statute. In subsequent years, the Academy has evolved and now maintains registers for individuals who have completed Practitioner Training Programme (PTP) and Specialist Scientist Training Higher (HSST) or their equivalent training routes.

Why do I need to join the LSI National Credentialing Register?

Staff from the Life Science industry engage with NHS staff and patients on a daily basis. It is important that these interactions take place within a professional, ethical and safe framework.

Trusts are looking to confirm the identity, credentials and training status of individuals who visit their sites. Currently the responsibility for this lies with each individual Trust and they have sought a variety of means to address this challenge. This has led to variable practices in the standards and processes used within the NHS to check the status of industry staff on site and as a result there has been a lack of consistency. The aim of the LSI National Credentialing Register is to provide consistency across both the NHS on how credentialing is managed and also to ensure high training standards are maintained within industry.

To ensure the highest standards of governance the LSI National Credentialing Register is the only credentialing register in the UK that has been independently accredited by the Professional Standards Authority (PSA). The PSA is overseen by Government and is the same body that accredits other significant register.

How do I contact the LSI National Credentialing Register?

Should you need to get in touch with a member of our team, you can contact us via email on lsiadmin@ahcs.ac.uk

Registration

How do I join the LSI National Credentialing Register?

The LSI National Credentialing Register has produced a number User Guides, which will help you to:
- Understand the process
- Know what is required of you
- Navigate the Register Application Form

If you are an individual who has been put forward for Registration by your Company or if you are a Company and you would like to register your employees, you should read the [Registration User Guide](#)

If you are an employer responsible for the delivery of training you should read the Quality Assurance Guide to Employers.

We have also included a Tier Clarification document which will help you to understand the different Tiers, and which level will apply to you.

To read the guidance on the standard of the photo you should upload to your application you should read the Registration Photo Guidance. Remember that the photo you upload will be the one on your Badge.

Are there different Types of Registration?

There is only one type of registration for the LSI National Credentialing Register. However, in collaboration with the NHS and the Academy for Healthcare Science it has been recognised that there are a number of areas in a hospital or medical environment, which require different levels of skills and training due to the perceived risk in those locations.

As a result, three Tiers have been recognised and you need to decide which Tier would be appropriate for you and / or your employees as this will determine the sections of the application form that will need to be completed.

How do I know which Tier is applicable to me?

The Tier Clarification document which will help you to understand the different Tiers, and which level will apply to you. There are three Tiers identified and your anticipated level of exposure to NHS professionals and staff will determine which tier you would fall into. The three tiers are:

Tier 1   Interaction with Healthcare Professionals but no contact with patients or relatives other than incidentally in areas open to the general public
Tier 2   Interaction with Healthcare Professionals and with patients or relatives in areas where no invasive procedures are taking place
Tier 3   Interaction with Healthcare Professionals and with patients or relatives in areas where invasive procedures are taking place

I am a Service Engineer. How do I know what Tier to apply for?

A Service engineer who maintains or repairs equipment in non-patient areas – Tier 1 would be appropriate. If the equipment has to be repaired in an area where patients are present, then Tier 2 would be required.
The Tier Clarification document will help you to understand the different Tiers, and which level will apply to you.

How do I get help in joining the LSI National Credentialing Register?

If you require further advice, please contact the LSI Administrator at lsiadmin@ahcs.ac.uk

How long does my registration to the LSI National Credentialing Register last?

Registration to the LSI National Credentialing Register is renewable on an annual basis subject to the registrant being able to demonstrate continued compliance with the Register's requirements through continued personal and professional development.

How do I renew my registration to the LSI National Credentialing Register?

The administration team will contact you at the appropriate time to advise that your registration is up for renewal.

Can my company initiate registration for a number of staff?

Yes. There are two ways a company can provide information to start the registration process:
Contact the LSI Administrator at lsiadmin@ahcs.ac.uk for further information.

What do I do if I lose my LSI National Credentialing Register ID Card?

Contact the LSI Administrator at lsiadmin@ahcs.ac.uk to request a new ID card. A charge will be made to replace lost cards.

Requirements for Registration

What standards do I have to meet to be able to join the LSI National Credentialing Register?

To be registered and to remain on the register, a registrant must be able to demonstrate that they are 'fit to practise'. By fit to practise, we mean that someone has the skills, knowledge, character and capacity to carry out their role safely and effectively, both on their first day of registration and throughout their career interacting with the NHS and where appropriate the wider healthcare system. To demonstrate fitness to practise, registrants must meet certain standards. These include:

Standards of Proficiency - the basic education and training outcomes that someone must achieve before they can be registered with us

Standards of Conduct - the minimum standards registrants must meet in their professional lives

Standards of Continuing Personal and Professional Development - how you ensure your knowledge, skills and behaviours to carry out your role, are up to date

These Standards were developed in partnership with the NHS, Industry Associations and regulation experts to create a coherent system for regulation. The Standards are written in a way that enables them to be appropriate for the many occupations and roles across the Life Science Industry and they should be read in the context of the role and scope of practice.

Details of the standards expected of a Registrant on the LSI National Credentialing Register can be found on the website https://www.ahcs.ac.uk/our-registers/life-science-industry/guidance/

Account Information

How do I view my account details on the LSI National Credentialing Register?
Sign in to your application via https://app.ahcs.ac.uk/

What do I do if I have forgotten my password?
Contact lsiadmin@ahcs.ac.uk to request a new password

What do I do if my password has expired?
Contact lsiadmin@ahcs.ac.uk to request your password be reset

How do I change my details (e.g. phone number) on the LSI National Credentialing Register?
Sign in to your application via. https://app.ahcs.ac.uk/ Select 'Edit Application' then choose the Personal Details section.   In here you can amend your home address, telephone number and email address. Once your details have been amended, select 'Save and Complete Section'.

What happens if I change employer?
Your employer should notify us if you leave their employment. In such cases we would deactivate your registration. If you are starting a new job with another company that also requires you to be registered on the LSI National Credentialing Register, please advise lsiadmin@ahcs.ac.uk as your registration can be reactivated for any remaining period up to renewal, at which time your new company will need to instruct us to continue your registration.

How do I upload my photo on to the LSI National Credentialing Register?
Sign in to your application via https://app.ahcs.ac.uk/ . Select 'Edit Application' then choose the Personal Details section.   Here you can upload a recent photo. Please refer to the Registration Photo Guidance which gives guidance as to the standard of photo required. Remember that the photo you upload will be the one on your Badge.

General Data Protection Regulation (GDPR)

Who has access to my information?
The Registrar, the administration team and a third party data controller have access to your data. The AHCS is committed to protecting and respecting personal data, no matter where it is from or where it flows. Our data protection governance arrangements and privacy approach ensure that our operations are subject to continuous review to maintain alignment with GDPR.
You will find more detailed information about how we look after your personal data when you visit our website and use the registration system (regardless of where you visit from) and about your privacy rights and how the law protects you in our **Privacy Notice** .

Do you sell my information to anyone?
No. We only use the data you provide for the purpose of your registration on the LSI National Credentialing register.