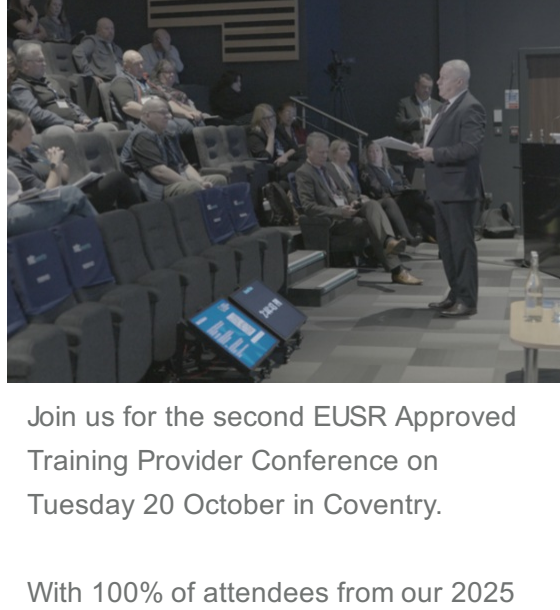


EUSR Newsletter

Welcome to the **September** edition of the EUSR Newsletter.
If you have any questions, please contact enquiries@eusr.co.uk.

Approved Training Provider Conference 2026

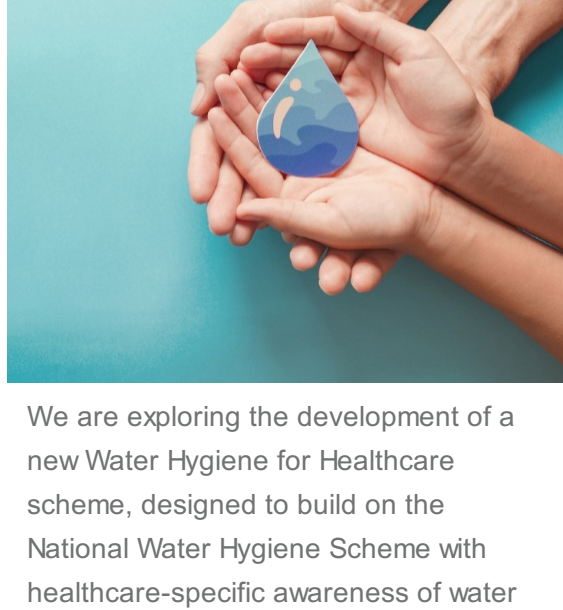


Join us for the second EUSR Approved Training Provider Conference on Tuesday 20 October in Coventry.

With 100% of attendees from our 2025 conference saying they would attend a future event, the 2026 conference will build on that success by providing valuable opportunities to support training delivery, grow your business and stay informed about the latest developments across the sector.

Secure your space

Development of Water Hygiene for Healthcare Scheme

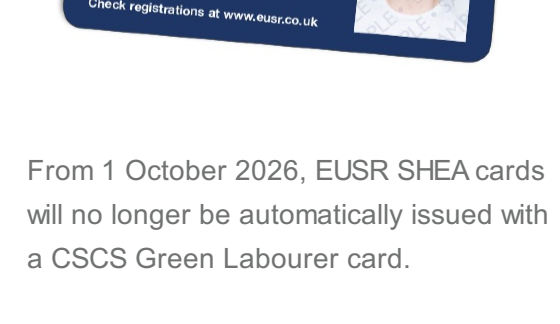


We are exploring the development of a new Water Hygiene for Healthcare scheme, designed to build on the National Water Hygiene Scheme with healthcare-specific awareness of water hygiene risks.

We are seeking a small review group of existing National Water Hygiene trainers with demonstrable healthcare industry knowledge and experience of working within healthcare environments.

Find out more

CSCS Changes Reminder

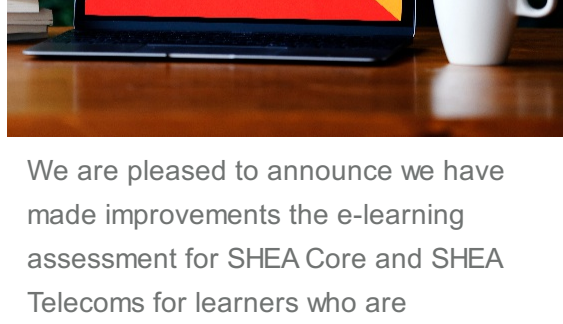


From 1 October 2026, EUSR SHEA cards will no longer be automatically issued with a CSCS Green Labourer card.

EUSR remains the CSCS Alliance Partner for the utilities sector and has introduced a range of EUSR CSCS cards over the last 12 months. SHEA remains the mandatory health and safety training required to apply for any EUSR CSCS card.

Find out more

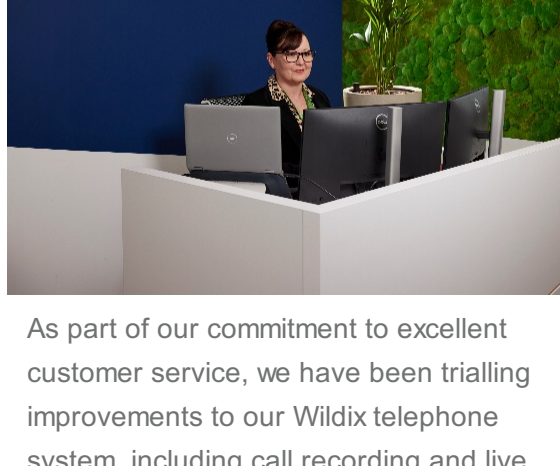
SHEA Renewal e-learning Re-sit Process Update



We are pleased to announce we have made improvements the e-learning assessment for SHEA Core and SHEA Telecoms for learners who are unsuccessful on their first attempt. Learners no longer need to repeat the full eLearning and eAssessment; they only need to retake the failed modules, saving time and improving the experience for both learners and trainers.

SHEA Schemes

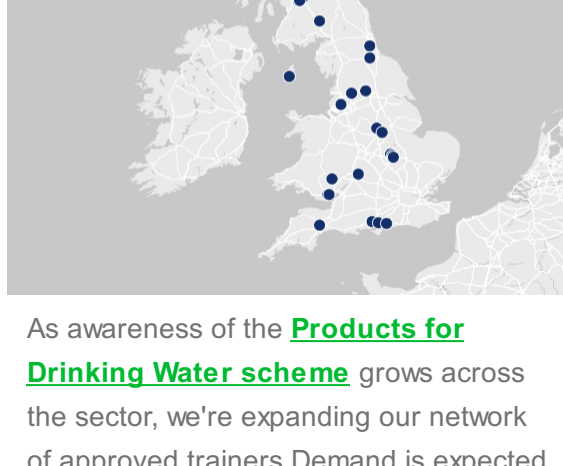
Wildix Phone System



As part of our commitment to excellent customer service, we have been trialling improvements to our Wildix telephone system, including call recording and live transcripts. These tools help us better understand customer satisfaction, identify common enquiry themes and improve our services.

While many organisations are moving towards automated solutions, our focus remains on providing a welcoming, professional experience. We believe customers should be able to speak to a real person who can answer questions.

Products for Drinking Water Scheme



As awareness of the **Products for Drinking Water scheme** grows across the sector, we're expanding our network of approved trainers. Demand is expected to increase significantly in the coming years, creating opportunities to deliver training locally.

View the trainer map and, if you'd like to become approved, please complete the **[Trainer Approval Application Form](#)**.

Get Approved