# NCAN Referral System - Individual Agreement for Use

***The details you provide in this agreement will be used to create your NCAN Referral System user account. Please ensure that you supply your personal work contact details so that NCAN/advisors can contact you directly about referral queries*.**

By completing this agreement, I confirm that I have read and understood the individual user responsibilities set out in the ‘Policy and procedures for use’, and that I agree to:

* Follow the ‘Policy and procedures for use’
* Take joint responsibility in the process of making, receiving and tracking referrals and communicate directly with the other organisation involved where appropriate.
* Keep my password secure, change it periodically, and not share this with others.
* Obtain consent from the client before making a referral on their behalf.
* Use the system appropriately and consult the NCAN Directory to keep up to date about other organisations using the system.
* Keep to the agreed timescales wherever practical, i.e. to acknowledge receipt of a referral *within three working days* and to close the referral via the Referral System *within a further five working days,* leaving notes about action taken.
* Report technical issues or problems in using the system to NCAN.

| Full name |  |
| --- | --- |
| Signed (if by hand) |  |
| Date |  |
| Job Title |  |
| Organisation/Team (as it appears on the Referral System) |  |
| Phone number - for NCAN/advisor queries about referrals |  |
| Email - for NCAN/advisor queries (must be **yourname**@organisation.co.uk) |  |
| Do you give permission for NCAN to subscribe you to our fortnightly newsletter? Includes updates, news and vacancies about the referral system and advice sector. |  |