

### New Trainer/Assessor Mentorship

NSAR is receiving requests to upskill trainer/assessors who are not registered with NSAR. The Appendix 2 states that NSAR registration must be approved before mentorship starts (page 1, item 3) and the Interim RTAS Rules [December 2013], Management System Requirements, clauses 3.1.3 Initial Accreditation of Trainers and 3.1.5 Initial Accreditation of Assessors describe this in more detail. Registrations **must** be fully complete and acknowledged as such by a member of the NSAR team **before** mentorship for capability can commence.

***With immediate effect any instances of mentorship being undertaken before NSAR registration has been completed will be rejected and mentorship will be required to be completed again.***

As a reminder, there are three stages to complete registration for a new trainer/assessor:

1. Registration request via the NSAR website <https://www.nsar.co.uk>
2. Once the user name and password is received from Skills Backbone, completion of the on-line registration form and upload of supporting evidence.
3. Receive direct contact from NSAR confirming approval of registration which is the green light to start mentorship

NSAR also note that providers believe that registration has been submitted in Skills Backbone when it has not. The on-line registration form requires all boxes to be completed for the submit button to become active, failure to do this will result in the application remaining 'in progress'. It is the Providers responsibility to check that proposed new trainer's and/or assessor's registration has been submitted properly in Skills Backbone.

### NSAR email management

NSAR has implemented a ticket referencing process from the central mailboxes. The process now in place can be found at the end of this briefing.

General queries, questions, clarifications and Appendix 2s are currently being received directly to QA managers. In several instances emails have been received by more than one QA manager when an immediate response has not been given. This causes delay, confusion and, in some cases, missed actions frustrating all parties.

It has become necessary to manage this correspondence in a formal way so that NSAR can, optimise resources and provide the correct levels of service to trainers, assessors and providers.

***With immediate effect initial contact with NSAR is to be made to the following central email accounts; [accreditationadmin@nsar.co.uk](mailto:accreditationadmin@nsar.co.uk) or [ici@nsar.co.uk](mailto:ici@nsar.co.uk) where queries/contact will be given a ticket reference number. Initial contact directly to a QA Team member will be returned to you with a request to resend to one of the central mailboxes.***

Where contact has been initiated by a QA Team member then the contact will confirm if your response is directly by reply or back through one of the central mailboxes.

Where emails are regarding assurance visit findings and/or action plans then these should be sent to the relevant QA Manager.

All other emails are to go through the central mailbox applicable to your query.

### CPD

A further reminder that the CPD year ends at the end of June 2017. There are:

- 47 portfolios submitted
- 237 portfolios in progress
- **361 not started**

With just 3 months remaining these figures do not give confidence that all trainers will meet the CPD hours required by the end of the CPD year. Urgent action is required by all providers to make sure that CPD is being given the time and commitment required as an assured trainer/assessor and provider.

### Events Calendar Compliance

The Events Calendar became mandatory on 25<sup>th</sup> October 2016. As advised in the recent Events Calendar alert sent to all providers NSAR note that there are significant shortfalls of events in the calendar against courses being notified to Sentinel. NSAR has the ability to issue sanctions for non-compliance. These can include temporary suspension until compliance is regained and a reduction of provider rating to bronze until the provider's next assurance visit.

As a reminder:

1. All forward month training plans are to be uploaded into the calendar by the 25<sup>th</sup> of each month
2. All coming week adjustments to be uploaded into the calendar by 16:00 on each Friday
3. Additional shorter notice events to be uploaded into the calendar as soon as the booking is confirmed

## NSAR - Briefing Note #6

The user guide and FAQ's which were published in the lead up to go live last year can be found on our website within the Resources section of the training pages.

Where issues have been identified, the providers concerned, will be contacted directly by their assurance manager in order to understand any issues in more detail. In the meantime please make every effort to be compliant.

Please note that where there has been a change to provider capabilities and/or trainer/assessors, providers should review their calendar to make sure that the changes have been reflected in **both** Sentinel **and** the Events Calendar. Where there are any discrepancies please notify [accreditationadmin@nsar.co.uk](mailto:accreditationadmin@nsar.co.uk) as a matter of priority so that corrective action can be taken.

### Events Calendar multiple competence uploads

Following feedback regarding uploading multiple competence modules such as COSS and MC/CC, NSAR can advise that such events can be uploaded into the calendar as one event. **However**, the upload must list in the free text location box **all** modules being delivered within the period of the event in a clear and direct manner. A popular example of this is below for demonstration purposes only.

**Note: the below assumes the max information of practical event being delivered at a.n.other site. Where there are not additional locations being used the grey text in the below example would not be required**

Start	End	Status	Course	Organisation	Trainer	Location	Region
30 Mar 09:00	07 Apr 16:00	Live	Controller of Site Safety. (COSS)	Provider X	Joe Bloggs	INITIAL TRAINING PTS PTS DCCR COSS COSS CRP CRP OLP Classroom Training @ Address Line 1 Address Line 2 Town Postcode Practical @ Provider Y on dd/mm/yy Address Line 1 Address Line 2 Town Postcode	Ayrshire & Lanark

This can only be done for events which are being delivered to the same group of people by the same trainer. Where courses are delivered by separate trainers to different groups of delegates these must be added as separate events.

### Practical Site Authorisation (TIC, OTP & OLEC)

Authorisation to use an approved practical site must be sought from the infrastructure owner and not any training provider who has been given permission from the infrastructure owner to use it.

If providers are unsure who they need to contact and require support please contact [accreditationadmin@nsar.co.uk](mailto:accreditationadmin@nsar.co.uk) with the full address information, the discipline of training to be delivered there i.e. TIC, OTP and/or OLEC and approximate time of when the site was initially approved by NSAR.

As a reminder, providers must have written permission for the site to be used.

### PTS training cycle

Following a recent incident NSAR reminds providers that the verification test in PTS **is** notifiable as a training notification i.e. if a delegate attends the course already competent i.e. in grace period, but fails the verification test, the delegate must receive their feedback for areas of development, not permitted to continue with the rest of the course and a 'not competent' result must be recorded in Sentinel. The delegates sponsor should be advised that the individual has failed verification test and is required to

1. retake the e-Learning
2. attend another initial training event in order to regain the competence.

A full review of the NR/L2/CTM/021 standard will take place after the current review of the track safety training materials, however, in order to support providers quickly, Network Rail will provide clarification on the high level PTS lifecycle flowchart. This interim clarification is intended to be made available to providers at the end of March 2017.

### OTP/OTM Training

Providers are reminded that OTP/OTM Training can only take place once Learning Support has been removed from PTS. Sentinel have been informed of the need for the system to reinforce this rule.

### NEW Appendix 2

Providers should be aware that the Appendix 2 has been updated (v3.0) and is now available within the resources section of training pages on our website. Providers are to access the website <https://www.nsar.co.uk> and use the new version with immediate effect.

### And Finally ....

**DATES FOR YOUR DIARY** – Please see below reminder dates to add to your diaries for 2017 please make sure you register for these events on the NSAR Website – all dates will be at the:

**Institute of Mechanical Engineers, One Birdcage Walk, Westminster, SW1H 9JJ**

30th March	Training Provider Forum [agenda under construction]
1st June	Training Provider Forum
27th July	Training Provider Forum
21st September	Training Provider Forum
16th November	Training Provider Forum

### NSAR Contact Information

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NSAR email management process

