Briefing Requirements of Briefing #8

Please brief <u>all training and assessment staff</u> on the items within this briefing note and return briefing records to <u>accreditationadmin@nsar.co.uk</u> no later than 31 January 2018.

Records will be retained in NSAR provider files.

SCC Assessment within COSS Assessments

Providers are reminded that SCC assessment within COSS post-mentoring and interim assessments are mandated to be documented on the separate SCC record as found on the training toolkit and guidance within the COSS assessment paperwork. Any providers found to **not** be completing this element, as mandated, will be subject to full investigation.

Events Calendar Enhancements

Enhancements have been made to the events calendar in line with the most frequent feedback. Changes to note are:

- Additional status of 'cancelled' for events

- Additional field for event **type** i.e. initial training, recertification training, assessment etc

- Ability to copy and edit an event from list, removing risk to overwrite events

- Improved list to include time and trainer name [can be filtered for order of list]

- Multiple competence names to one event

- List extended so more events appear on one page reducing need to click to next page

- Enhanced report to include new features

The events calendar administrator user guide is being updated and will be published no later than **Wednesday 20th December 2017.**

Amendments to the calendar will go live on Thursday 21st December 2017.

Confirming Level of English Language on Training Courses

The RTAS Rules require training packs to contain proof that candidates have a good command of the English language. Network Rail have confirmed that Providers are to retain proof that English language has been tested for PTS only [applies to initial and recertification training] as further competences make the assumption that this has been done on PTS. Network Rail Track Safety CDG is looking at development of a test to add to future training materials in order to standardise this part of training events.

Lookouts in Scotland

Providers should be aware that Network Rail has confirmed that individuals who hold Lookout competence in Scotland are unable to complete logbook requirements as Lookout duties are not permitted. This means that these individuals are unable to qualify for assessment. In order to renew competence, individuals must attend initial training. Network Rail have plans to separate Lookout and Site Warden Competence in order to enable individuals in Scotland to maintain Site Warden Competence on its own.

Electronic Archiving

Electronic Archiving is permitted within NR/L2/CTM/202. NSAR receives recurring queries regarding Electronic Archiving and associated retention of paper records. Providers should be aware that electronic archiving does not need to be supported by paper files **providing all of the below are in place**:

- Electronic course/assessment pack content meets all requirements of the RTAS Rules.

- Electronic course/assessment packs are retained for 7 years or twice the duration of competence, whichever is the longest

- Electronic course/assessment packs must be retrieved in full within 24 hours of any request for audit or investigation purposes

- Full security is applied to files to comply with the current Data Protection Act [1998]. Please note that consideration should now be underway to comply with GDPR Guidelines which come to regulatory compliance in May 2018

- All electronic records are backed up to a secondary server in another location at least 50 miles distance from the main server

- The electronic archiving system has fully compliant disaster recovery functionality, policies and procedures in order to ensure that records are not lost whilst within the mandated document retention timescales

Providers should carefully test that their electronic archiving systems can meet all of the above before moving to this system as stand-alone and disposing of paper records. Where there are any concerns that systems do not **fully** meet the above criteria, paper records should be retained.

Lift Planner Upskilling

Providers are advised that Network Rail's previous process for lift planner upskilling approval is no longer in place. Lift Planner capability can now be processed by NSAR in line with the standard mentoring and Appendix 2 process. All Appendix 2 supporting documentation applies.

PDSW trainer/assessor capability

As advised earlier this year, NSAR does not currently undertake any PDSW trainer/assessor capability procedures. PDSW trainer/assessor capabilities will fall under NSAR Assurance from a date, which is still be confirmed in 2018. All providers will be notified by NSAR when this has taken place. Until that time all PDSW queries should be sent to PDSW1@networkrail.co.uk

Read/Scribe Support in Track Safety

Network Rail Track Safety CDG has issued clearer guidance to NSAR regarding the provision of read/write support in Track Safety training. Read/write support can be provided during **PTS and Lookout training only – the person providing that support must not hold the competence of PTS/Lookout/Site Warden.**

Providers are **not permitted** to offer read/write support for IWA, COSS and onwards due to the increased requirement for reading of, and writing on, safety critical documentation as part of those roles.

PTS in prisons

Network Rail is considering any dispensation requirements which could apply when delivering PTS within HM Prisons. These considerations are related to training materials, delivery environments **and** sponsorship arrangements. NSAR will notify all providers when this work is complete and any associated processes which will apply.

Until this work is complete, NSAR advises that delivery of PTS in prisons must be fully compliant with current lesson plan and sponsorship requirements **unless** the provider has written, dated and specific dispensation from Network Rail and able to produce this upon request.

RTAS Rules v1.0 publication

Providers should be aware that the current Interim RTAS Rules [December 2013] are to be **superseded** by The RTAS Rules v1.0 and published in January 2018. The revised rules have been reviewed and approved by both Network Rail and ARTP. Version 1.0 provides greater detail and clarity around current Interim Rules requirements informed by lessons learned and investigation findings throughout the past two years.

Providers must ensure that all staff:

- are provided with the RTAS Rules v1.0

- are briefed and the understanding of the RTAS Rules v1.0 is documented for audit purposes within the providers own management system briefing arrangements.

- assess impact to and make any necessary updates to provider policies and procedures to ensure compliance to the RTAS Rules v1.0 which will be tested under Assurance Visits scheduled from January 2018

When published, specific briefing records for the RTAS Rules v1.0 will be required to be sent to accreditationadmin@nsar.co.uk. Records will be retained in NSAR provider files for future reference if required.

New Framework Launch

As launched and briefed at the last Training Provider Forum on Thursday 16th November 2017, NSAR Quality Assurance Framework v3.0 will be published before the end of 2017 in readiness for January drafting of SAR's and QIP's. Changes are to streamline its content and increase opportunity to fully understand and work to a user friendly effective framework which can form the backbone of a provider's quality, management and delivery systems.

Providers should particularly note:

- January 2018 SAR's will be written to the current Quality Assurance Framework, January 2016, Version 2

- January 2018 QIP's will be written to the new Quality Assurance Framework, January 2018, Version 3

- The revised sections of:

    - Leadership & Management [which includes ED&I and Capacity to Improve]

    - Learner Outcomes

    - Quality of Provision

    - Personal Development, Behaviour and Welfare

- Revised grading structure to fully reflect quality of provision growth and development opportunities

Course Durations

NSAR regularly receives queries on Network Rail lesson plan GLH. Providers should note that where there are day durations only provided within the lesson plans, 1 day = 7 hours.

Providers must ensure that their delivery meets Network Rail mandated durations and the reasons for any shorter delivery durations are fully documented within the relevant packs.

Failure to demonstrate compliance with mandated delivery times will be subject to full investigation.

The National
Skills Academy
RAIL

Administration centres at residential premises

NSAR advises that any providers whose administration centres are located within residential addresses are required to provide commercial premises to conduct the NSAR assurance visit. For the reasons of safety NSAR Quality Assurance Managers will not attend residential addresses to undertake assurance visits.

Trainer and Assessor capability checks

Providers are reminded that trainer and assessor capabilities are found on Sentinel. Sentinel is the master reference database. If a capability is **not showing** on Sentinel, the individual or provider **cannot deliver** the competence.

Any provider/individual delivering training/assessment without capability will be subject to full investigation.

General Data Protection Regulation (GDPR)

All providers are reminded that GDPR comes in to effect May 2018. Reviews and checks should already be underway to ensure that provider provision is compliant with the amended regulations.

Assurance Visits

Providers are reminded that the notice period given by NSAR for Assurance Visits is **five** calendar days – this is longer than historic notifications of two days. The visit tests day to day operation of an NSAR Assured Provider in line with the RTAS Rules, NR/L2/CTM/202 and Quality Assurance Framework. Adequate representation must be made to complete the Assurance Visit on the dates notified.

Assurance Visits cannot be rescheduled.

Provider Grading Certificates

Providers will receive renewed NSAR certification in the month of January every year. Certificates will be reissued mid-term if required to reflect grading changes upon Assurance Visit findings.

CDG Engagement

NSAR attends the Network Rail CDG meetings for Rail Plant, Track Safety and OLEC. Issues for CDG referral are often complex and reaching decisions take time. In summary NSAR are addressing the following items:

CDG	Items Closed	Items Open	Scope of open items
Rail Plant (inc PTMP)	9	4	• MC/CC pre-requisite medical level conflicts • Non-operational trainer maintaining MC/CC competence • Lift Planner Single Lift pre-course assessment administration requirements • Scoping of PTMP providers to consider in the transition to Sentinel competence. There is no update available as to when this is planned to happen as yet
T&RS ***NEW***	0	3	• OTM trainer upskill issue • OTM practical site specification
OHL/OLEC ***NEW***	1	9	• Specific OLEC trainer/assessor approval • General OLEC upskills process • OHL competence maintenance for trainers/assessors • OLEC/Level B practical site approvals • OLEC Refresher training material availability • Practical site approval specification
Track Safety	4	5	• IWA/COSS competence assessment/renewal complications • PTS delivery in prisons

NSAR continues to work with Network Rail to progress items. Where training and assessment providers have items for CDG referral please send these to accreditationadmin@nsar.co.uk so that they can be added to the agenda by NSAR on your behalf.

Trainer Exams

NSAR **continues** to note trainer's status moving to non-operational **prior** to annual on-line trainer exams whereby the workplace assessment is not required. It has been noted trainer's status is then subsequently returned to operational after the exam has been successfully uploaded to renew the competence. This practice indicates that the status of non-operational is used to side step true requirements! NSAR shall continue to monitor instances where this occurs and invite the trainer/assessor and training company in for a formal review.

Please Note: Operational status on Sentinel requires interim assessments relevant to the competence such as COSS, ES, SSOWP etc. Trainers and Assessors can only take trainer exams to renew competence for the capabilities which they hold. Trainers/Assessors should also ensure that they sit their exams two weeks in advance of expiry to enable sufficient time for processing and upload to Sentinel.

NSAR email management

As requested in briefing #7, NSAR notes that the central mailboxes, accreditationadmin@nsar.co.uk and ici@nsar.co.uk, are being used more often by providers than directly to Quality Assurance Managers – Thank you for helping NSAR maintain central log of queries.

However, where providers do not use the mailboxes, emails will continue to be returned with a request to resubmit in order to make sure that all providers are treated equally.

As a result of consistently high volume of contact, response time has been extended to 3 days although all Quality Assurance Managers aim to conclude all queries assigned to them within 2 working days of receiving the ticket reference number.

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And Finally ....

DATES FOR YOUR DIARY – Please see below reminder date to add to your diaries for 2018:

Thursday 25th January 2018 at **Institute of Mechanical Engineering (IMechE), 1 Birdcage Walk, St James Park, London.**

Please make sure that you register on the website and keep your attendance plans updated to NSAR so that we can make sure as many people as possible are able to attend.

Numbers must still be restricted to one per provider. Any additional registrations will be removed at random.

The remainder of 2018 Training Provider Forum dates are being finalised and will be issued in January.

Should you have any topics that you would like to cover at the provider forum then please send through items to accreditationadmin@nsar.co.uk

NSAR Contact Information

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