

COVID-19 [Coronavirus] pandemic is fast moving and continues to impact on all our lives. Everyone appreciates the importance of protecting each other and how this must be our immediate thought while ensuring the continuation of the assurance programme for Providers, Trainers, and Assessors. NSAR will continue to review the current situation, listen to Government guidelines, and update everyone via Skills Backbone.

NSAR HAS ADAPTED THEIR PROCESS TO CONTINUE DELIVERING ASSURANCE VISITS DURING THIS PERIOD OF UNCERTAINTY AND PARTIAL LOCKDOWN.

The enhanced process developed by NSAR's QA Team enables Assurance Visits to continue taking place despite restrictions ensuring the QA Manager maintains an in-depth understanding and assessment of each Provider's procedures and practices.

NSAR will complete assurance visits via remote methods, only, where risk assessments show that an on-site visit is not possible and using platforms such as Teams, Zoom, Dropbox and WeTransfer to gain the understanding required. This approach enables NSAR's QA Team to work closely with the Provider and their team ensuring that all aspects of assurance is completed and delivers the robust understanding that the industry demands.

Each provider will be notified which method the visit will take place via, using the normal methods and the same timescales as detailed in the RTAS Rules V1.0, **Clause 5.8**, Assurance Visit Process. Prior to an assurance visit the NSAR's Quality Assurance Managers will make contact and agree the details on items such as document transfer, event verification and timescales for specific personnel to be available, where applicable.

We look forward to resuming business as usual when it is safe to do so.

FAQS

An individual from within the Training and/or Business is displaying symptoms, diagnosed with COVID-19, or is working from home due to self-isolation or high-risk category, can the assurance visit be deferred?

Should any individual be diagnosed with or display symptoms of Covid-19 the assurance visit may be completed remotely or rescheduled [decision made on a case by case basis].

How do I get platforms such as Teams, Zoom and WeTransfer/Dropbox to assist with assurance visits?

These online platforms can be downloaded from the internet. Any questions please raise with your Quality Assurance Manager.

What information do I need to prepare for the assurance visit?

Revisit your 2021 Annual Review in Skills Backbone to ensure that all your policies, procedures and forms are up to date. Be readily available to communicate with your Quality Assurance Manager to make the assurance visit run smoothly.

What if I cannot provide all the evidence online?

The assurance visit will follow the normal process as detailed in the RTAS Rules Clause 5.8 Assurance Visit Process. Should there be certain documentation not available during the assurance visit either remotely or on site then non-conformances will be detailed in your action plan.

My Provider has completed upskilling for a first-time capability award, how will NSAR complete their observation?

Observations will be completed in line with the risk assessments submitted from both NSAR and the Provider.

My Provider requires a practical site approval for Track Induction, OLEC or On-Track Plant, how will NSAR complete their visit?

Practical site visits will be completed in line with the risk assessments submitted from both NSAR and the Provider.

ADDITIONAL HELP?:

<https://nsar.freshdesk.com/a/dashboard/default>