NSAR - Briefing Note 23

Security Breaches of Material from Training Toolkit

Due to a security breach during a Controller of Site Safety re-certification event, Paper A of the Knowledge Assessment was withdrawn as detailed in the Network Rail briefing distributed on the 31st March 2022.

Providers are reminded to advise delegates that access to any smart technology during an assessment is prohibited. These breaches cannot continue, trainers need to have more discipline over assessment papers, mobile phone and similar devices in training rooms. Providers should urgently conduct a review of processes and discipline in the classroom when test papers are being used.

Personal Track Safety Issue 29.0

As a matter or urgency, please review the Training Toolkit documents and make sure that all trainers, assessors and IQA are in receipt of the most current materials.

Issue 29.0 Course Information details within the Pre-requisites & Requirements for Personal Track Safety:

- Delegates meet the requirements of Network Rail Standard NR/L1/OHS/051 (Drugs & Alcohol). A drugs and alcohol test must have been carried out no more than 12 months prior to attending a PTS initial training event.

Additionally, the following documents are footed as V29.00

- PTS Appendix B Pre Track Visit Checklist

- PTS Practical Assessment

AP / NP Online Exams

The online exams will replace the Interim Workplace Assessment and Recertification events for Non-operational assured trainers and assessors who hold the competence and capability to deliver the following competences:

- (AP OLE/AC-i) Authorised Person OLE AC Isolation

- (AP OLE/AT-i) Authorised Person OLE Auto Transformer Isolation

- (NP OLE/AC-i) Nominated Person OLE AC Isolation

- (NP OLE/AT-i) Nominated Person OLE Auto Transformer Isolation

The results will be uploaded to their Sentinel Profile when a notification of completion from rail exams has been received in the same way that Track Safety competences are uploaded.

Please note the current RTAS v2 rules as documented in section 4.3.8 for online exams apply.

Electronic Log Books

Providers are to be reminded that the Sentinel app can be used to record when a competence is used. These electronic Logbook entries can be accepted as evidence for the number of times a competence has been practised and when required as a pre-requisite for attendance at a training event. The paper Logbook can also be used to compliment the use of the Sentinel app.

The paper Logbook provides the holder with an option to obtain a wet signature from the COSS on shift confirming what has been completed. Either or both methods are recognised as sufficient prerequisites to be completed in advance of attending rail training courses.

This information should come from the Sponsor but Training Providers can access this on the individuals Sentinel page in the Log Book tab.

Documentation of Swipe in/out are NOT valid due to the competences used not being recorded.

Data Corrections

As communicated in briefing note 22, data corrections that are submitted to the Sentinel Helpdesk 120 days or more since the event have been referred to NSAR to review the circumstances of the data correction with the Assured Provider.

Following significant reductions in data corrections being made in excess of 120 days the time frame of referring to NSAR will shortly be decreased to 90 days.

Thank you to all providers who have cooperated with NSAR so far when asked to provide further information to assist with the requirement to reduce the use of manual data corrections.

RTAS File Returns

It has been noted that there has been an issue with providers returning their RTAS records to Network Rail upon Withdrawal from the scheme or after a Change of Guiding Mind.

Please can provider familiarise themselves with the process and requirements of RTAS file returns as stated in the RTAS Rules V2.0 clause 24 – 28.

Continuous Professional Development

As we approach the end of the CPD period, please ensure all entries are submitted for review as soon as possible to ensure your entries are not rejected through changes needed. Deadline day is 30th June 2022.

We are delighted to see that CPD submissions this period continue to increase quality for many individuals and providers, however there are still individuals who currently have not yet started to document any hours. This will impact any Providers striving to attain 'Gold' gradings.

NSAR Provider Forum/ Webinar Workshops

Thank you to those that joined our SMART Targets webinar and Provider Forum and all the positive feedback received for both events.

Webinar workshops will continue remotely with face-to-face events to take place at some point in the year. For those that may have missed any workshops you can find these available on our social media platforms and on request via Freshdesk. In 2022, we plan to hold the following webinars:

- Standardisation & Moderation
- Using Skills Backbone & Freshdesk
- Internal Verification
- Mentorship

The date of the next Provider Forum is still to be determined, so please keep an eye out for SkillsBackbone notifications for you invitation.

Material Update June 2022 - Webinar

To provide as much information for the June 2022 release as possible, NSAR will be holding a briefing session on the bigger changes. Dates will be advertised soon to allow Providers time to make as many people available as possible to attend.

The June 2022 release has some significant changes for *(not exhaustive)*:

- IWA & COSS Scenario Exercises – Trolley

- COSS Practical Exercises – SWP Historic Issues

- Workplace Assessment Paperwork

- Engineering Supervisor – Merger to Marker Boards, Comms & Knowledge Test

- Engineering Supervisor – Protection Zone

- Site Warden Scenario Exercises

- September 2022 - New changes to the Safe System of Work Hierarchy (NR/L2/OHS/019)

First Time Trainer / Assessor Observations

NSAR have been completing First Time Observations free of charge for almost three years. This was agreed to be free for 12 month only but due to the Covid-19 and National Lockdowns this was extended to help companies recover.

From the 1st July 2022 this activity will now incur our normal visit rate of £800+VAT for all observations. Payment for any visit is required to be made prior to confirmation of dates.

Feedback

We have identified that feedback from you is limited. Feedback does not have to be reserved until your QA Visit and can be sent to us at any time. Your views are important to us and allows us to make sure the QA activities support you.

Communication & Getting In Touch

Contact us by using Freshdesk, https://nsar.freshdesk.com. Freshdesk is a Helpdesk support tool and tickets raised have an SLA of 5 days, however, if your request is urgent, you can set its priority as urgent. Please make sure that your communication is always kept to a professional standard and your enquiry is best suited to NSAR QA and not another channel. Please note that if you do not select a 'department' for your query your ticket will be delayed in reaching the correct team. Additionally, if your query is related to SkillsBackbone system 'Quality Assurance' should still be selected as the 'Department' because Skills ID, is a different system and again your query will be delayed in reaching the QA Team for support.

Please see below some simple Freshdesk housekeeping which will assist with keeping the system running efficiently.

- Never close your Freshdesk ticket, this is to be done by NSAR, by closing your ticket elements of your query maybe missed.

- Do not respond to a closed ticket, if your query has been closed but you still have questions regarding it please raise a new ticket and reference the previous ticket number.

- Do not raise duplicate tickets, this is either from the same account or multiple people from within the same provider.

- Please always reply to a query within the Freshdesk system itself. Do not use your email to reply to Freshdesk responses as this raises a new ticket.