Trainer Mentoring Masterclass

The first pilot of the Skills Gap mentoring programme started delivery on 5th September 2022. The adjudication panel to be completed shortly is formed of Network Rail and NSAR subject matter specialists and will conclude the first Pilot's delivery.

The candidates have completed a three-week intensive personal and professional development event delivered in partnership between NSAR and Bridgeway Consulting.

The programme has consisted of: Week 1 – Compliance Module delivered by Ross Clark (NSAR), Week 2 - How to deliver PTS delivered by Liam Furniss (Bridgeway) and Week 3 – Delivery Skills Module delivered by Stephen Warburton (NSAR).

The feedback from the events has demonstrated the aim of the event has been achieved and has provided valuable feedback for the shape of Pilot 2 to maximise the experience of new trainers, their value to their future delegates in training and future mentoring practices.

Really good course which should be mandatory for all trainer in my opinion…gave me a very good understanding that I don't think would have gained from a mentor.

The module gave me more knowledge of compliance which I will use in my future and let other trainers know as well.

Enjoyed the course a lot, Ross made it clear and easy to follow on what it takes to be compliant as a whole. Enjoy the detail put in and learning things we would never cover on just observations. Feel as though I am coming out of week 1 much more aware of what it takes to be compliant.

Now understand the meaning of compliance why it is important to build on. Now see compliance as more than just a rule. Trainer explained topics which made myself understand more…good course, good atmosphere

The order/flow of the three weeks worked well. Would have liked more opportunity to practice delivery during the second week.

Found the microteach a little challenging delivering to learners who I knew already had the knowledge.

Felt I gained far more knowledge than I would have on the mentor route. Told the right way to do things from the start rather than being allowed to pick up bad habits. Good to see better ways of doing things.

Really enjoyed the three weeks, much more detailed than the mentoring route.

Liked creativity within the delivery module and opportunity to practice.

Would like to have done a microteach in weeks one and two to develop skills based on feedback.

Observation requirements for Trainers & Assessors Under Mentorship

In recent weeks we shared with you that the QA Team had become aware that clarification was needed regarding the mentorship process of Trainers and Assessors, particularly on mentored observations. We remind all Assured Providers of this information again.

Completion of no less than **two 100%** observations of initial training are required for both initial capability and up-skilling. Part Delivery observations i.e., 50%, or delivery of recertification courses **are not accepted** by NSAR as evidence to base the award of capabilities

The 50% & 100% observation practice is detailed in NR/L2/CTM/202, as below:

> *d) assist an approved trainer to deliver the full initial event on at least one occasion.*

> *e) deliver the full initial event whilst being supported and monitored by an approved trainer on at least one occasion*

During annual reviews of compliance with Scheme requirements, it was identified that these clauses were routinely misunderstood, the mentor trainer was often not present throughout the full course, and this conflicted with the RTAS Rules requirements on mentoring others.

Finally for clarity, Version 3 of NR/L2/CTM/202, compliance from 7th March 2020, redirects RTAS competences to the RTAS Rules. The RTAS Rules include:

> *5.6.1. The mentored trainer shall be supported through the delivery of a minimum of two (2) initial courses over a maximum period of three (3) months ….*

> *5.6.5. The mentor must be physically present at all times during the delivery of the mentored event, including the First-Time Observation event.*

Therefore, the mentoree must deliver at least two initial courses within three months and the mentor must be with the mentoree at all times. If the mentoree, mentor or the Assured Provider feels that they need more time to complete the process, RTAS enables the Assured Provider to request as extension to that time no later than 14 days before the initial three months has expired (Clause 5.6.1).

We remind you that completion of two full observations of the trainer under mentoring by a suitable mentor (as defined in RTAS) are the **minimum** requirements and do not automatically result in the new trainer being ready. Irrespective of whether the mentoree is a new trainer working towards their first ever capability or an experienced trainer delivering a new subject.

Mentoring should continue until all parties feel that the individual is ready to deliver unaccompanied.

RTAS Version 2.1

RTAS Rules V2.1 became mandatory as of 1st August 2022. All policies, procedures, documents, and practices must be in accordance with the current version of the rules.

If you have referenced any specific RTAS Rule clauses within your procedures, please check that these are still correct as there were changes to clause numbers following the update.

A new requirement of version 2.1 needs Assured Providers to make sure that their name and RTAS number are clearly visible on third parties' advertisements (by any media) so complete clarity is made to the learner confirming the Assured Provider that is delivering the training and/or assessment event.

CPD

We are now three months into the new CPD regime and so far, there are still **241** individuals who have not started to log CPD for this year.

Please remember that this can be done throughout the year and that the Mid Term Review feature in Skills Backbone allows you to submit your hours so far to NSAR for review.

This can be done after 15 hours and is a great way of getting feedback that you can apply to your future CPD activities and submissions.

New Look

On Wednesday 28th September 2022 the new NSAR logo and branding was launched, we hope you like it as much as we do.

If you use the NSAR logo on any of your documentation or websites this needs to be updated to our new logo. Our marketing department will be contacting you imminently to provide you with the new logo so that you can make the changes. If you have not received contact by Monday 10th October 2022, please contact Freshdesk to let us know and we will be happy to help.

Our website has also been updated. Please do take a look and get used to the new locations of all our past briefing notes and useful resources.

NSAR Provider Forum

Thank you to those that joined our Provider Forum on Tuesday 19th July 2022. It was great that so many of you could join us for this event and actively took part.

The date of the next Provider Forum is scheduled for Tuesday 22nd November 2022. If you have any particular topics, you would like us to cover or Guest Speakers, you would like us to arrange for the session then please let us know.

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 and not another channel.

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 asking the same question.

- Make sure you add 'Quality Assurance' as the department your query relates to so that it reaches us without delay.

We work tirelessly to make sure that we meet your needs and by adhering to the above it will allow us to process your query efficiently.

QA Team Leavers

You will all be aware that Dawn Atkins and Tracey Troth have recently left our QA Team for new challenges.

Their service and dedication to Quality Assurance in the Rail Industry now continues with some of our larger Training Providers.

Whilst they will be missed by NSAR we look forward to continuing to work with each of them, and with you, in our joint commitment to the continuous improvement of the quality and standards of rail training and assessment.

We will share the names of new arrivals to the QA Team in due course.