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Module 01

Skills Assessment Scheme: Competence assurance process

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1 Scope

This module defines the competence assurance process to be followed for the Skills Assessment Scheme.

This module applies to those people who need to complete competence assurance activities within the scope of the Skills Assessment Scheme.

NOTE 1: A full list of competences can be found on the Skills Assessment Scheme page on Connect.

2 Confirming competence and medical fitness before deployment

Before deploying any individual to undertake any work that might have an impact on Network Rail's infrastructure or affect the safety of others, line managers shall confirm that the individual:

- a. currently holds the appropriate level of competence; and
- b. is medically fit to undertake the work in accordance with NR/L2/OHS/00124.

3 Identifying individual and team competence requirements

Line managers shall identify the competence requirements of each individual in their team. This includes permanent, temporary and seconded team members.

NOTE: The line manager should take into account:

- a. the competence required by the individual vs the requirements of the role;
- b. the overall competence requirements of the team.

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4 Initial development

4.1 Completing initial development

Initial development is required in order to attain any competence than falls within the scope of the Skills Assessment Scheme. Each competence module or competence standard specifies the type of initial development that is required.

NOTE 1: A full list of competences can be found on the Skills Assessment Scheme page on Connect.

NOTE 2: Information on which Competence and Training Management (CTM) standards and modules support which competences can be found on the Skills Assessment Scheme page on Connect.

The line manager shall arrange for the individual to complete the required initial development activities.

NOTE 3: For competences that need to be briefed, tools are available on the Skills Assessment Scheme page on Connect. These include the details of the brief to be completed, any practical demonstrations, any testing methodology to be used and clarification on who is to complete the briefing.

Before completing any training the line manager shall confirm that the individual meets any prerequisite requirements and brief them on the objectives and expected outcome of the training.

4.2 Initial award of competence

Following an individual's successful completion of initial development, a certificate of achievement shall be awarded by the trainer that details:

- the competence attained;
- the level at which it has been attained;
- post training development (Action Learning) to be completed.

Line managers shall sign the certificate and retain a copy for verification and audit purposes.

NOTE 1: Following initial development, competences are valid as follows:

- 6 months for regimes 1, 2 and 3; and
- full validity for regimes 4, 5 and 6.

Individual's competence records shall be updated following completion of initial development by the training delivery teams.

Line managers shall confirm that the initial development records of individuals within their teams are up to date and accurate.

Where an individual does not successfully complete initial development their line manager should determine if the competence is still required.

Where it is required, arrangements should be made for the individual to complete the initial development again.

NOTE 2: It might be necessary to provide additional support, coaching or development prior to any re-attendance of training or briefing activities.

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5 Post training development (action learning) and assessment

5.1 Identifying action learning criteria

Following initial development the individual and their line manager shall agree and implement any support requirements.

Action learning refers to the period of time following initial development and is designed to embed the knowledge and skills acquired from training into the working environment. It enables the individual to put into practice what they have learnt in order to demonstrate competence.

There are 2 types of action learning that are applicable to the scheme:

a. **Formal:** (applies to regimes 1 - 3).

The competence has an initial validity of 6 months. Specific criteria and actions are to be completed to confirm competence.

b. **Informal:** (applies to regimes 4 - 6).

The competence is awarded at full validity and support activities are to be considered as part of the initial deployment.

Action learning criteria detailed on the certificate of achievement shall be completed by the individual following completion of initial development.

Certificates of achievement include:

- what has to be completed as part of the action learning process;
- the criteria to be achieved associated with the specific competence;
- the actions to be taken on conclusion of the action learning period.

NOTE: Copies of certificates of achievement can be found on the Skills Assessment Scheme Connect page.

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5.2 Action learning for regimes 1 and 2

5.2.1 Completing action learning for regimes 1 and 2

The individual's line manager shall:

- arrange for a competence development plan to be created and agreed with the individual in order to achieve the action learning criteria;
- appoint a competent and experienced team member to support the individual during this period;
- identify other people who are able to provide support and guidance to the individual on the subject matter.

People supporting action learning for regimes 1 and 2 shall hold the competence as a minimum, at level 4: competent and experienced.

NOTE 1: Details on competence levels can be found on the Skills Assessment Scheme page on Connect

Action learning shall be concluded when the individual's line manager and the person supporting the process have confirmed that the individual has completed the action learning criteria and is ready for workplace assessment.

Where the action learning criteria have not been achieved, the line manager shall determine whether a further period of action learning is required.

The total period action learning shall not exceed 12 months.

If action learning for regimes 1 and 2 has not been completed within 12 months the line manager shall arrange for the individual's competence to be withdrawn.

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5.2.2 Workplace assessment

The line manager shall arrange for a workplace assessment to be completed by an accredited assessor following completion of action learning.

The accredited assessor shall determine the competence of an individual by completing a workplace assessment and pass the results to the individual and their line manager.

The line manager shall make a decision regarding an individual's Authority to Work based on the competence decision made by the assessor and arrange for the individual's records to be updated.

Competence decisions made by the accredited assessor following a workplace assessment can be classed as:

- a. **Competent:** The individual has demonstrated that they have met the performance (skills) and knowledge criteria as detailed in CTM competence standards and modules and are able to complete the task unaided and to the required standard.

NOTE 1: A competent result is recorded on Oracle as level 3 'competent'.

- b. **Not yet competent:** The individual has demonstrated that they have met most of the criteria, however there are some performance (skills) and knowledge criteria that are critical to the task that require enhancing; or they are able to complete most of the tasks to the required standard, however additional support is needed for them to achieve full competence.

NOTE 2: If the individual has been deemed 'not yet competent', an extension can be granted providing this has been identified prior to expiry date and this does not exceed the maximum permitted action learning period of 12 months.

NOTE 3: A not yet competent result is recorded on Oracle as level 2 'trained requires supervision'.

- c. **Not competent:** The individual cannot demonstrate that they meet the performance (skills) or knowledge criteria, and cannot complete the task without significant support.

NOTE 4: A not competent result is recorded on Oracle as level 1 'requires training'.

Where the individual is found 'not yet competent' or 'not competent', line managers can challenge the result of the assessment as detailed in section 11.

Where the individual is found 'not competent' their line manager shall arrange for competence to be withdrawn.