


**NR/L3/ELP/25000 SAI AC Trial
Post Assessment Check Flow Chart
Briefing Note**



Post Assessment Check Flow Chart - Briefing Note

BACKGROUND

Following the decision to suspend the SAI ac trial activities due the COVID-19 pandemic, it became apparent that practitioners of the NR/L3/ELP/25000 (known as “25000”) process, who had been trained and were actively practising the SAI AC trial competency’s in the trial area,; that there was a risk of Skills and Knowledge fade due to the lack of practice of the process over a significant period of time. Working groups were set up to address and consider measures to mitigate these knowledge and skills gaps.

When the decision was taken to commence remobilisation for “25000 “ trial recommencement; the working group recommended the requirement for a competence assessment check to be undertaken by all SAI AC trial competent practitioners, in order to understand the gaps in skills and knowledge of the practitioners, with a view to recommending interventions to mitigate these gaps.

A flow chart was developed to visualise the recommended process for addressing – post assessment – the measures for mitigating each practitioners' skills and knowledge gaps toward the confirmation of the practitioners’ competences.

This relates to all competences apart from those who have undertaken their training by elearning (PTS AC and OTP Core).

OBJECTIVE

This briefing note has been produced as an accompaniment of the SAI ac Post Assessment Check Flow Chart, to help the Line Manager/Training Assessor better understand the recommended processes for managing practitioners’ knowledge and skills status after having undertaken the SAI ac competence assessment check.

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A LINE MANAGERS' RESPONSIBILITY:

A1 What is the Line Manager/Training Assessor responsibility in the Knowledge Assessment Check process?

- i) As part of the management of Skills and Knowledge fade exercise and with the support of the SME's where required, the Line Manager / Training Assessor plays a '**Pivotal Role**' in ensuring that skills and knowledge fade concerns are addressed and by ensuring that their practitioners are competent and confident enough to undertake work on the trial area.

B ASSESSMENT CHECK:

B1 What is the Line Manager/Training Assessor required to notify their practitioners about?

- i) The Line Manager/Training Assessor is required to notify their practitioners that, they are required to undertake a Trial Competence Assessment Check. They should explain that these assessment checks shall help to identify any gaps in practitioners' knowledge of the SAI process for a.c. electrification which is documented in NR/L3/ELP/25000, known as "25000" and address these gaps via interventions.
- ii) The Line Manager/Training Assessor should encourage their practitioners to refresh their knowledge of the "25000" process and requirements relevant to their SAI a.c. competences **AHEAD** of undertaking the assessments. This knowledge refresh should be by means of a thorough review of their SAI a.c. competence training course delegate workbooks, and by attending a mandatory briefing session with Network Rail.
- iii) For practitioners to attend a briefing session, the Line Manager/Training Assessor should contact Network Rail (NR) using the emails below and state the desired date for the session. These dates are available for reference on Safety Central.

Internal (NR) Requests: Vincent.Omidina@networkrail.co.uk

External (3rd Party) Requests: Simon.Brunton@networkrail.co.uk

- iv) The Line Manager/Training Assessor needs to inform the practitioners that any **refusal** to participate in these assessments will place the practitioners at risk of their SAI a.c. competences being suspended and therefore a risk of being unable to undertake work in the trial area.
- v) The Line Manager/Training Assessor should to encourage practitioners to undertake the tests as soon as possible after attending the mandatory briefing to ensure that there is adequate time to address any knowledge and skills gaps or confidence concerns.

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C REVIEWING ASSESSMENT FEEDBACK WITH DELEGATES:

C1 If a practitioner achieves the required pass mark with a 100% score, what information will be issued to the Line Manager/Training Assessor further to delegates assessments?

- i) The Line Manager/Training Assessor will be issued with the result of the practitioner's assessment and shall arrange a review session with the practitioner to discuss their confidence to practice the competence. If the practitioner expresses a lack of confidence, please refer to section D1.

C2 If a practitioner achieves the required pass mark but does not score 100%, what should the Line Manager/Training Assessor do?

- i) In the circumstance whereby the delegate passes but does not score 100%, the Line Manager/Training Assessor will arrange a review session with the practitioner to address any questions incorrectly answered. If the Line Manager/Training Assessor is not competent or confident to undertake a review and requires support, please refer to section C5.

C3 If a practitioner does not achieve the required pass mark, what information will be issued to the Line Manager/Training Assessor from the Project?

- i) The Line Manager/Training Assessor will receive an email from the NR Training Team containing the result of the practitioners assessment, the details of the incorrect answers, and a Development Action Plan (DAP) template.
- ii) The template should be populated for each practitioner and returned to NR highlighting the recommended intervention for upskilling the practitioner. These will then be stored, countersigned and recorded for project governance.

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C4 If a practitioner does not achieve the required pass mark, what should the Line Manager/Training Assessor do?

- i) The Line Manager/Training Assessor will be emailed the result of the practitioner's assessment from the NR Training Team. The Line Manager/ Assessor must arrange a review conversation with the practitioner and recommend relevant interventions. Support mechanisms are in place to assist Line Managers selecting the best intervention option for their practitioners (refer to C5). The DAP should be populated for each practitioner and returned to NR highlighting the recommended intervention for upskilling the practitioner.

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What is a DAP?

A Development Action Plan (DAP) template is a form which informs of the Line Managers/Training Assessors' plan to mitigate the practitioner's knowledge gap by means of the intervention options (refer to section C6) to help upskill the practitioner to a point where the line managers is satisfied with the practitioner's competence and confidence to undertake work on the trial area.

C5 What support mechanisms are available if Line Managers do not hold the competence, or do not possess the knowledge required to have a review conversation with the practitioner?

- i) Line Managers/Training Assessors are strongly recommended to contact the Project using the internal and external contact email addresses to arrange a session with a technical expert, to hold the review with the practitioner and determine which of the four options (refer to flow chart [3.1.1]) available is the most suitable.

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- ii) Line managers/Training Assessors that hold the right competences to undertake review with the practitioners should do so. And when satisfied that the practitioners are upskilled, notify the SAI Project via the DAP template. The support mechanism remains available should competent managers require assistance in undertaking reviews with their practitioners.

C6 Line Manager/Training Assessors' intervention options

- i) **Review** – Recommend that the practitioner reviews the incorrectly answered questions with the practitioner.
If the LM/TA are not confident to hold the review, they can contact an SME to assist them in the review.
- ii) **Drop In Session** - Recommend that the practitioner attends a drop-in session to discuss incorrect answers and seek clarity.
- iii) **Re-train** - Recommend that the practitioner is retrained as per the BAU process if not confident with their competence and the scores received.

While technical experts can support Line Managers/Training Assessors in undertaking review sessions and recommend interventions for upskilling practitioners; the accountability in satisfaction of competence and confidence lies with the Line Manager/Training Assessor.

C7 DAP Counter signatures by the Programme Manager Skills Assessor

- i) Line managers/Training Assessors are required to return the fully completed signed DAPs to NR via the internal/external email contacts so that these can be stored in compliance with ACC Principles and passed to the PMSA for counter signature.

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D. CONFIDENCE TO PRACTICE:

D1 How will the practitioners' confidence to practice be assessed and verified?

- i) Further to practitioners passing the assessment check, Line Managers are required to arrange a review session with the delegate about confidence to practice the competence, noting that there will be support available before and during their activities on the SAI trial.
- ii) Line managers/Training Assessors should encourage the practitioners to self-appraise and feedback on their confidence.
- iii) Where the practitioners are not confident; the Line Manager/Training Assessor should provide clear assurance of the technical support available to enable the practitioner to regain confidence.
- iv) Where the practitioners confirm confidence, or are deemed confident following the interventions; the Line Manager/Training Assessor should reiterate the availability of technical support whereby practitioners are able to consolidate on their confidence to practice. The Line Manager/Training Assessor will then notify NR by email to confirm satisfaction that the practitioner is confident and competent to work on the trial area.

D2 What technical support is available to help provide assurance to practitioners to resolve concerns about confidence to practice their competence?

- i) Technical support available to address concerns about practitioners confidence to practice their competence on the trial area.
 - Drop-in Webinar Sessions
 - Floorwalker Support
 - 24-hour On-Call availability on or off Work-site
 - Electronic informatio available on Safety Central or Info Centre