

openreach

ISIS directive  
For all Partners Training/Accrediting in the  
Openreach network

AEI/ACC/Z004

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# ***Openreach Accreditation for Licensed Training Providers and Accreditation Centres***

## ***About this document ...***

### **Author**

The author of this document may be contacted at:

Quality Standards & Accreditation  
Network Engineering Chief Engineer  
Openreach (BOI)  
Post Point Eastbourne Neville House ATE  
St Anne's Road  
Eastbourne

BN21 2DD

Telephone:

Fax:

Email: [accreditationqualitystandards@openreach.co.uk](mailto:accreditationqualitystandards@openreach.co.uk)

### **Content approval**

This is the Issue 4 of this document.

The information contained in this document was approved on 12-Apr-2023  
by Marc Henson, Network Quality, Standards & Accreditation Specialist

## Version History

Version No.	Date	Author	Comments
Issue 4	12-Apr-2023	Quality Standards & Accreditation	Paragraph 3 removed due to LD&R requirements are no longer relevant to the document for on-boarding of new Accreditation Centres. Paragraph 4 updated to include informing when Lead Assessors/Assessors leave centres.
Issue 3	01-Mar-2023	Quality Standards & Accreditation	Accreditation Centres added in update to title and new Accreditation Centre requirements guidance in para 4. Update to para 5 to include Accreditation notification. The use of competent person in civils is removed. NOPS requirements added.
Issue 2	01-Mar-2022	Quality Standards & Accreditation	Update to include Accreditation Centre on-boarding process.
Issue 1	23-Feb-2021	Quality Standards & Accreditation Network Engineering	New document

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# 1 *Introduction*

This document defines the process and guidelines for a licensed training providers and licenced Accreditation Partners to obtain and deliver Openreach Accreditations to Contract Partners working on the Openreach network.

## 2 *Definitions*

- **Licensed Training Provider:** A company who has been licensed by Openreach LD&R to deliver Openreach training.
- **Licensed Accreditation Provider:** A company who has been licensed by Openreach Chief Engineer (CE) Quality Standards and Accreditation Team to deliver Openreach Accreditations.
- **Lead Assessor- Craft (Non-Civils):** A Lead Assessor is defined as someone who has been successfully accredited by the Openreach CE Accreditation and Quality Standards Team in the specific module. This Lead Assessor may then accredit Assessors, following this both Lead Assessors and Assessors can accredit operatives. Assessors cannot accredit other Assessors on Craft (Non- Civils) modules.
- **Lead Assessor- (Civils):** A Lead Assessor is defined as someone who has been successfully accredited by the Openreach CE Accreditation and Quality Standards Team in the specific module. This Lead Assessor may then accredit Assessors, following this both Lead Assessors and Assessors can accredit Operatives.
- **A Lead Assessor** is defined as someone who has been successfully accredited by the Openreach CE Accreditation and Quality Standards Team in the specific module. This Lead Assessor may then accredit Assessors, following this both Lead Assessors and Assessors can accredit operatives.
- **Assessor:** Defined as someone accredited by a Lead Assessor
- **Operative:** Any person employed directly or indirectly by the partner working on the Openreach network.
- **Openreach Accreditation:** This is a demonstration of competence in one or more skills to Openreach standards in a modular format. This allows an operative to work unsupervised on the Openreach Network covered in those modules and includes both civils and non-civils work streams.
- **Tier 1 Partner:** A partner who has an agreed contract with Openreach and has access to all contractual, quality, policy and Accreditation documents held on **CANDID** website.

- **Tier 2 Supplier:** A supplier who is employed by a Tier 1 partner but does not have an agreed contract with Openreach or access to the **CANDID** website.

### 3 ***On boarding of licenced Accreditation Partner Centres***

Before any Accreditation Partner Centres are on boarded, the following flow process is to be used:



There are four stages to quality gate the requirements to become an Openreach certified Accreditation centre.

- Stage 1 – Review request and send FAQ.
- Stage 2 – H&S and site suitability
- Stage 3 – On boarding of Accreditation Partner
- Stage 4 – Undertake Lead Assessor Accreditation for the requested modules.
- An Openreach contractual agreement needs to be raised via the Openreach procurement team and the new Accreditation centre will be required to agree to the terms and conditions within the contract.
- The contract will be held by the Accreditation Professional within CE on behalf of both parties.
- Any use of Openreach branding will have to be agreed with the Openreach branding team and will be authorised via the Accreditation Professional.
- Any commercial use of Openreach branding outside the remit of Accreditations would have to be approved by the Openreach Quality Standards Specialist.
- Any new Accreditation centre licencing will be reviewed by delegate feedback and submitted to the Openreach Accreditation Professional. Site visits during any Accreditation will be carried out to ensure standards are maintained.

- For Accreditation Partner only sites the Quality Standards and Accreditation team may be contacted for any Accreditation modules and reference material required, until such time that valid and positive feedback from any accreditations that have taken place, access to the **CANDID** system will then be authorized and the site signed off by Openreach.
- Operative and Assessor Accreditations must be fully documented and evidence of competency must be available for audit if required.
- Accreditation Centre providers must also ensure that all relevant legislative/ Health & Safety licensing/Accreditation requirements are complied with i.e., N New Roads and Street Works Act (NRSWA), CSCS/EUSR etc.

## 4 ***Delivery of Openreach Accreditation by licensed trainers***

To deliver Openreach Accreditations all individuals must be:

- Suitably trained in all aspects of the work they are undertaking.
- Accredited in the appropriate modules for safety.
- Accredited to at least Assessor status in the module they intend to deliver including any pre-requisites.
- Any Lead Assessor/Assessor delivering Accreditations for Openreach must be registered on the Network Operative Passport Scheme (NOPS) run by Smart Awards. All Accreditations must be recorded on the NOPS. The Lead Assessor or Assessor will need to have Openreach as a sponsor so that their accreditations are visible.
- Delivery of Openreach Accreditation should be performed to a maximum of 8 Delegates per Assessor. This could be less depending on the module or site/facilities. The CE Quality Standards and Accreditation Team will agree the maximum number of Delegates to be accredited on each module when completing your site sign off.
- If training is being delivered prior to Accreditation, then a clear distinction should be made between when the training ends and the Accreditation begins.
- If training is to be delivered prior to Accreditation then where possible, the same Instructor should not conduct the Accreditation. This will not always be achievable but is the preferred method.
- The Assessor must provide certification to Delegates who pass Accreditation, this certificate should provide the Delegate's name, employer/company name,

pass/expiry date, module ID/title and Assessor's details with NOPS ID. Smart Awards will use this certificate to validate the Delegate's Accreditation.

- Accreditation modules can be found on the ISIS Bookstore and under licensing on the **CANDID** website.
- Lead Assessors and Assessors will be given access to all theory answers for the modules that they hold valid Accreditations for, these are supplied by the CE Quality Standards and Accreditation Team.
- Operative and Assessor Accreditations must be fully documented and evidence of competency must be available for audit if required.
- When creating training courses these should be done in a manner that offers the individual all the skills and knowledge required to perform the task or job role not just to pass the Accreditation.

Licensed Accreditation providers must also ensure that all relevant legislative/ Health & Safety licensing/Accreditation requirements are complied with i.e., N New Roads and Street Works Act (NRSWA), CSCS/EUSR etc.

The basic skills which the Openreach Accreditation process covers are:

- **Civils**
- **Craft (Non-Civils)**
- Successful accreditation details must be added to Smart Awards NOPS. Openreach will not consider an accreditation to be complete until it is visible on NOPS.
- Lead Assessors & Assessors will need to hold a NOPS card showing all validated accreditations. The Lead Assessor or Assessor will need to have Openreach as a sponsor so that their accreditations are visible.
- If a Lead Assessor or Assessor leaves your employment, they will revert to Operative in any current modules they had as a Lead Assessor or Assessor. Both the Openreach Accreditation team and Smart Awards need to be informed who the individual is, what date they left the business and their Accreditation status will be changed.
- Training providers will need to account for all Lead Assessors and Assessors within their business, what Accreditations each individual can assess and any associated safety modules. Certificate start and expiry dates should be recorded allowing future re-accreditations to be submitted in a timely manor.
- Lead Assessor and Assessor Status is not transferable between different companies. If the Lead Assessor/Assessor leaves a training provider or Accreditation centre then their status will revert to Operative. Training providers and Accreditation Centres should contact Openreach CE Quality Standards and Accreditation Team and Smart Awards to advise them that the Lead Assessor/Assessor status needs to be removed.



## 5 *Standards*

Licensed training providers and Accreditation Partners should ensure that their Lead Assessor and Assessor keep up to date with all changes in quality standards and practices relevant to the modules that they deliver. Regular audits should take place to ensure the quality of the delivery and content is kept to a high standard.

The standards are based on current operational instructions including:

- Openreach specifications e.g., LN550 and associated CN drawings.
- Contractor method statements and craft manuals.
- Legislation e.g., NRSWA, Health and Safety regulations & Construction Design Management.
- EPT/ANS/Axxx series of ISIS documents.
- Other officially available ISIS documents.
- Other documentation officially distributed by Openreach e.g., Access Engineering Communications. (AEC)

## 6 *Site Standards*

To deliver Openreach Accreditations, the site will need to meet the minimum requirements set in each Accreditation module. The Chief Engineer Quality Standards and Accreditation Team will review the site and sign it off as suitable to facilitate each module. This review may be done via a site visit, photos, videos/video calls or site plans. Each site sign off will be valid for **Three** years.

## 7 *Operative Accreditation*

All individuals working on the Openreach network must be appropriately accredited for the work they are doing. The skills matrix found in AEI/ACC/Z003 can be used to guide Delegates on job roles, NRSWA, mandatory and optional Accreditation requirements for Partners. Information on the requirements for CP's requiring Accreditation for Physical Infrastructure Access (PIA) can be found within the PIA guidelines.

When the individual is ready for assessment, the appropriate **Civils** or **Craft** process as defined below must be followed:

Only a qualified Lead Assessor or Assessor, accredited to assess Operatives in the specific module(s) concerned, are permitted to conduct an Accreditation.

**Openreach Accreditation Processes:**

## 7.1 **Civils modules**

If Openreach Accreditation modules are already held at Lead Assessor or Assessor level, then the modules may be conducted. The Training or Accreditation Centre provider should manage this process using the standards defined in this document and ensure that they are delivering the Accreditations using up to date documents, standards and practices.

## 7.2 **Craft (Non-Civils)**

The Operatives will be assessed in a training environment purposely built to facilitate each module that has been signed off by the CE Quality Standards and Accreditation team. The Accreditation **MUST** be conducted by an individual who holds Lead Assessor or Assessor status in the module being delivered, using up to date documents, standards and practices.

## 7.3 **Quality Checks**

To ensure quality standards are maintained, Openreach will perform a regular review of each licensed Accreditation provider. This review may be performed via site visits or quality checks on Operatives who have recently passed an Accreditation. Any major or critical defects found during the above checks will be deemed a failure and could lead to a license being revoked for the skill set(s) concerned.

# 8 ***Accreditation Notification***

Successful Lead Assessor/Assessor Accreditation details must be added to the Smart Awards database. Openreach will not consider an Accreditation to be complete until it is visible on Smart Awards.

# 9 ***Re-Accreditation***

It is the licensed Accreditation provider's responsibility to perform a review of all Accreditation modules before their expiry date. All types of Craft and Civils Accreditations (Lead Assessor, Assessor and Operative) are valid for 3 years from the date of issue.

- Re-Accreditation must be completed on or before the 3-year anniversary to avoid them expiring.
- Lead Assessor Accreditation should be planned with the Openreach Chief Engineer Quality Standards and Accreditation Team who can, at their discretion, renew via an Accreditation review or if required deliver full Lead Assessor Re-Accreditation.

- The Licensed Accreditation provider must ensure that no Accreditations are performed by individual whose Accreditation has expired or are no longer directly employed by their business.

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