openreach

Lead Assessor & Assessor Accreditation Process

About this document ...

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Content approval

This is the Issue 12 of this document.
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Version History

Version No.	Date	Author	Comments
Issue 12	15-Sep-2022	Quality Standards & Accreditation	Document updated to latest template; privacy changed from Internal to none for wider audience. Planning process added with lead Assessor and Assessor requirements.
Issue 11	15-Sep-2021	Quality standards & Accreditation	Update to Para 5.1 and all NASA references removed.
Issue 10	22-Feb-2021	Quality standards & Accreditation	No content change
Issue 10	15-Feb-2021	Quality standards & Accreditation	Update to 4.1 and 4.2 on transferable status
Issue 9	21-Jan-2021	Quality standards & Accreditation	Update to para 4.2 to define what level assessors must be to carry out accreditations. Wording updated to include who should request an assessor and rename of the Accreditation Professional
Issue 8	02-Mar-2020	Quality standards & Accreditation	Update to author. Reviewed & Updated to include (TCE) role. Now includes partners
Issue 7	05-Mar-2019	Quality standards & Accreditation	Document reviewed & updated by the Accreditation Manager. New OLA nomination form embedded in 4.3. All refs to contractors removed. Author/Approver/Publisher details amended. Document re-branded to openreach.
Issue 6	14-Feb-2018	Quality standards & Accreditation	Document review. Attachment in 4.3 updated. Author/Approver/Publisher details amended. Change of approver. All references to AGF & APM removed, APM replaced by ASM. 2.3 paragraph added to include contract & learning partners. 2.4 amended to include contractors. Section

			on previously accredited LA's removed. 3.1 BP1 amended, BP2 removed, BP3-7 amended & BP8 removed. 3.2 BP's 5 & 6 amended. 3.1 BP1 amended to include contract community. 3.5 removed. 4.3 BP's amended, OLA nomination form attachment replaced with accreditation request form attachment. 4.4 added to reflect contractor accreditation.
Issue 5	03-Aug-2017	Quality standards & Accreditation	Document review. Links to external sources validated/updated. Author/Approver/Publisher details amended.
Issue 4	07-Aug-2016	Quality standards & Accreditation	Document review. Links to external sources validated/updated. Author/Approver/Publisher details amended. Charts reformatted to fit on page.
Issue 3	02-Mar-2015	Document Manager T	Document migrated onto new platform with no content change
Issue 3	5-Aug-2014	Quality standards & Accreditation	Document Review. External references updated
Issue 2	7-Aug-2013	Allan Lupton	New section 2.5 process added for dealing with previous LAs who lost their quality modules ZZ status in June 2012
Issue 1	9-Aug-2012	Allan Lupton	new issue following AGC review in May 2012, flowchart 5.1 & OLA nomination form amended to reflect operational sponso. section 4.3 updated

Table of Content

1   *Introduction*

This document describes the Openreach process for the creation and control of Lead Assessors and Assessors in Network Quality Accreditation modules across the Craft, Civils and Planning roles.

2   *Key Roles*

2.1   Accreditation Professional

Has overall responsibility for the network quality Accreditation modules for both Openreach and Contract Partners.

Responsible for the creation of new and maintenance of current craft/civils Accreditation modules which will be reviewed periodically unless changes to policy or standards mean that they need updating sooner, this includes retirement of a module is no longer used or relevant.

Responsible for the Technical Capability Engineers (TCE) and Accreditation advice and support within the Chief Engineers team.

2.2   Technical Capability Engineer

These will be either a Subject Matter Expert (SME) from the Chief Engineer Accreditation team, or full time Assessor reporting to the Accreditation Professional.

2.3   Lead Assessor

Lead Assessors will be part of each Line of Business (LOB). They will have been nominated by the Manager/LOB Accreditation lead and have suitable competence for the modules they are nominated for.

2.4   Assessor

Will normally be team members within a LOB that are tasked with the delivery of the Accreditation program for Operatives only.

3   *Responsibilities*

3.1   Accreditation Professional

The Accreditation Professional will be responsible for-

- Owning the network quality Accreditation modules.
- Ensures that the correct level of sponsorship is in place for:
  — Their current activity
  — Any new module requirements
- Will liaise with the Learning, Development and Resource team to ensure alignment between Accreditation and formal training.
- Will be responsible for instigating the design of all new modules to meet agreed operational requirements.
- Liaise with Openreach operational team/Partner and Training provider leads on all aspects of network quality Accreditation and module advice.
- Act as consultant with regards to design and content of new modules for both Openreach and Partners.

3.2 Technical Capability Engineer

The Technical Capability Engineer will be responsible for:-

- The assessment of lead assessors nominated by the operational LOB, tier one Partner representatives and licenced training providers
- Input assessment results into the skills passport and create certificates for Partners.
- Ensuring that the certificates for Partners have been updated with assessment results to Smart Awards
- Working with or at the request of the Accreditation Professional to design all new modules/current modules, yearly reviews and that they meet operational requirements.
- Provide on request reports and updates on the Accreditation programme for the Accreditation Professional.
- Re-assessment of the Lead Assessors in Openreach, Tier One Partners and Licenced training providers as required.
- Assessment of the quality of an assessment being undertaken within any LOB with Accredited Lead Assessors as part of a structured quality control process.
- Assessment of Accreditation facilities, confirming that sites are suitable for the completion of specific Accreditation modules. This will include all Openreach LOB, Tier One Partners, licenced training providers and any PIA requests.

3.3 Lead Assessor

The Lead Assessors will be responsible for:-

- Creating Assessors/Operatives for their business unit in the modules they are Lead Assessor for.

- Inputting assessment results into the skills passport for Openreach.

- Ensuring that the certificates for Partners have been updated with assessment results to Smart Awards. (Partner Lead Assessors only)

- Provide guidance, support and help with individuals on any development requirements.

- Provide reports and updates on the Accreditations undertaken by them.

- Work with Technical Capability Engineers and Accreditation Professional to ensure current modules are being undertaken to the quality standards and to correct issue version.

- To be available for audit from the Chief Engineer Accreditation Team when required.

- Ensure they stay in-date with the modules they are Lead Assessor for (3 Years from the date Accreditation module undertaken)

- To Re-Accredit Assessors in their LOB as per Paragraph 5 of this document.

3.4 Assessor

The Assessors will:-

- Assess Delegates in the modules in the job roles tasked to them by their LOB managers.

- Input assessment results into the skills passport for Openreach.

- Ensure that Smart Awards database has been updated with assessment results and certificates.(Partner Assessors only)

- Provide guidance, support and help to LOB managers and individuals on any development requirements.

- Ensure they are up to date with the current issue of the module they are an Assessor for.

- Ensure they stay in-date with the modules they are Assessor for. (3 Years from the date Accreditation module undertaken)

4 *Selecting Lead Assessors and Assessors*

4.1 Lead Assessor

The **Lead Assessor** must have the required skills, aptitude and craft/civils experience to assess individual engineers in their LOB to both Operative and Assessor level.

The Lead Assessor with progress though Operative in the module, then if successful undertake the module as a Lead Assessor and using another Delegate as the Operative. The Technical Capability Engineer will expect a high level of knowledge from the Delegate at Operative level to progress to Lead Assessor. The Status of Lead Assessor is not transferable between companies. The Lead Assessor is responsible for any Accreditation sites used by an Assessor and ensures the minimum requirements are met to deliver the required Accreditation module.

4.2 Assessor

The Assessor must have the required skills, aptitude and experience to assess individual engineers to operative level in their LOB. They will be selected by their managers and put forward for the required assessments proper to the area they will be assessing. These assessments will be run by Lead Assessor; they will assess the skills and capabilities of the nominated Delegate to assess Operatives on the relevant job role Accreditation modules.

The status of Assessor is not transferable between companies.

As well as the technical ability and craft/civils experience for each of the modules required it is recommended that Lead Assessors and Assessors have:

- Minimum of Senior Engineer/Clerk of Works/Supervisor grade or above.
- Access to relevant systems such as Passport or Smart Awards.
- Access to current ISIS documents. (via CANDID for Partners)
- Good communication skills both verbal and written.
- High standard of craft/civils competence and experienced in the module to be assessed.
- Interpersonal skills that allow them to interact successfully with team members of all levels of experience.
- Good levels of computer literacy.

- Experience in presenting to groups of team members.

- The ability to have open conversations and give quality feedback on the Accreditation undertaken.

- The ability to create an action plan if the Delegate is below the quality standard.

All Lead Assessors and Assessors will be subject to periodic re-assessment, as required, to ensure that the Openreach Accreditation program is delivered to the highest standards. The method of Re-accreditation is described in Para 5.

Note: The period of re-assessment will be every 3 years. It should be noted that that period can be set by program or module dependent on risk or need. It is the responsibility of the Lead Assessor or Assessor to make sure that required qualifications do not lapse.

4.3 Lead Assessor Nominations

To instigate the process to accredit a Lead Assessor, you must use the following process:

- You can request a Lead Assessor Accreditation module by contacting the relevant Accreditation Professional for Craft and Civils in the Chief Engineer team.

- All requests must be made by the Delegates LOB Manager.

- The request must contain the Delegate's information including name, location, module required and also details of an operative who the Delegate can assess to gain Lead Assessor status.

- It is the Delegate's manager's responsibility to ensure that they have met all pre-requisites, had all relevant training, are craft/civils competent and skilled for the module requested.

- The request will be reviewed and approved by the appropriate Accreditation Professional.

- If approved, Accreditation is instigated by the Accreditation Professional or Technical Capability Engineer.

- If not approved, the individual and line manager are advised.

4.4 Planning Lead Assessors

The Planning Lead Assessor will be required to deliver Accreditation solely to planning teams. They must have the required skills, aptitude and planning experience to assess individual planners in their LOB to both Operative and

Assessor level. They will have the knowledge and experience to audit the planners work.

The Lead Assessor will progress though Operative in the module, then if successful undertake the module as a Planning Lead Assessor. The Planning Accreditation Standards Professional will expect a high level of knowledge from the Delegate at Operative level to progress to Lead Assessor. The Status of Lead Assessor is not transferable between companies.

4.5 Planning Lead Assessor Nominations

To instigate the process to accredit a Planning Lead Assessor, you must use the following process:

- You can request a Lead Assessor Accreditation module by contacting the Planning Accreditation Professional in the Chief Engineer team.

- All requests must be made by the Delegates LOB Manager.

- The request must contain the Delegate's information including name, location, module required and also details of an operative who the Delegate can assess to gain Lead Assessor status.

- It is the Delegate's manager's responsibility to ensure that they have met all pre-requisites and had all relevant training and are planning competent and skilled for the module requested.

- The request will be reviewed and approved by the Planning Accreditation Professional.

- If approved, Accreditation is instigated by the Planning Accreditation Professional.

If not approved, the individual and line manager are advised.

4.6 Planning Assessor

The Planning Assessor must have the required skills, aptitude and experience to assess individual planners to Operative level in their LOB. They will be selected by their managers and put forward for the required assessments proper to the area they will be assessing. These assessments will be run by the Planning Lead Assessor; they will assess the skills and capabilities of the nominated Delegate to assess Operatives on the relevant job role Accreditation modules.

The status of Assessor is not transferable between companies.

As well as the technical ability and planning experience for each of the modules required it is recommended that Planning Lead Assessors and Planning Assessors have:

- Minimum of team leader and/or subject matter expert in planning functions.

- Access to relevant systems such as Skills Passport or Smart Awards.

- Access to current ISIS documents

- Good communication skills both verbal and written.

- High standard of planning competence and experienced in the module to be assessed.

- Interpersonal skills that allow them to interact successfully with team members of all levels of experience.

- Good levels of computer literacy.

- Experience in presenting to groups of team members.

- The ability to have open conversations and give quality feedback on the Accreditation undertaken.

- The ability to create an action plan if the Delegate is below the quality standard.

5 *Re-Accreditation of Lead Assessors and Assessors*

At the agreed period of 3 years, the Lead Assessors/Assessors and Operatives will be required to be re-accredited for all the modules they are qualified in.

5.1 Lead Assessors/Assessors Re-Accreditation

Before expiry of Lead Assessor/Assessor Accreditation the Lead Assessor/Assessor or their LOB manager should contact the craft/civils Accreditation Professional to arrange Re-accreditation for the required module. This will be carried out using one of the following methods:

- Full Accreditation including Operative level.

- Observation of an Accreditation assessment.

5.2 Planning Lead Assessors/Accessors Re-Accreditation

Before expiry of Lead Assessor/Assessor Accreditation the Lead Assessor/Assessor or their LOB manager should contact the Planning

Accreditation Professional to arrange Re-Accreditation for the required module. This will be carried out using one of the following methods:

- Full Accreditation including operative level.

- Observation of an Accreditation assessment.

- Planning Re-Accreditation can be carried out remotely if required.

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