National Highway Sector Schemes Provider Document

Version 7.2

Version 7.2
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Updates

1.	Chapter 3.1	**NHSS 12B LTMO / 12A Foreman / 12A TSCO & IPV Instructor approval model updated**
2.	Chapter 3.1	**Health & Safety Qualification is now mandatory**
3.	Chapter 3.1	**IOSH – Working Safely H&S qualification replaced with** *Safety, Health and Environment for Construction Workers*
4.	Chapter 5.2	**IPV application paperwork added**
5.	Chapter 5.3	**12B LTMO/12A Foreman rules of combination updated**
6.	Chapter 5.3	**12D Refresher tests added**
7.	Chapter 5.6	**Online Card Checker added**
8.	Chapter 5.9	**Online training courses added.**
9.	Chapter 5.10	**Online logbooks added.**
10.	Chapter 7.6	**Allocation and change of EQA added. EQA Visits removed.**

7	**Quality Assurance**	

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1.   Introduction

1.1   Who is Lantra?

We are Lantra.

We are one of the leading awarding bodies for land-based industries in both the UK and the Republic of Ireland. We develop quality training courses and nationally recognised qualifications that are delivered through a national network of Training Provider partners.

We are recognised by the Office of Qualifications and Examinations Regulation (Ofqual), Scottish Qualification Authority (SQA) and Qualification Wales.

Our courses and qualifications are developed by industry experts who know the sector inside out in a wide range of areas, from forestry and horticulture, to agriculture and landscape, and much more besides. And because we are not for profit, we can focus on the needs of industry not shareholders.

For more information visit our website www.lantra.co.uk

1.2   What are National Highway Sector Schemes (NHSS)?

National Highway Sector Schemes are quality management schemes that have been developed in partnership with the highway industry to interpret ISO9001:2015 standards. They are managed by Schemes committees comprising of industry representatives (including Highways England) that articulate the following in NHSS documents:

- scope, definitions, certification of registration and quality system requirements for companies working in their chosen sector.
- model requirements for quality plans and reference material applicable to each scheme.
- training and health and safety requirements for operatives.
- sample of in-house register, which must be maintained by companies to show their designated operatives.
- guidelines for inspection.
- list of certification bodies accredited to the sector that is qualified to audit companies.
- details of the role of certification bodies and auditor qualifications.
- guidelines and requirements for new entrants wishing to work in the sector.

Each NHSS committee meets two or three times a year. Training sub-committees report to each National Highway Sector Scheme committee and ensure all training materials meet good working practices. A liaison committee oversees the National Highway Sector Scheme committees to ensure they operate to a common standard.

Live copies of the NHSS documents are currently available on the United Kingdom Accreditation Service website.
https://www.ukas.com/

Shortly in 2019, the NHSS documents will be relocated to Schedule of Suppliers website
https://www.lantra.co.uk/schedule-suppliers

1.3 What is Lantra's role with National Highway Sector Schemes?

Our role is to:

- approve and quality assure Providers, Instructors, Assessors and Internal/external Quality Assurers for the training and assessment associated with each NHSS that Lantra administers on behalf of NHSS committees.
- maintain and distribute approved training and assessment materials.
- maintain a database of Learners who are working towards, or operatives who have achieved, qualification and issue certificates and/or cards as permits to work in the sector.
- promote NHSS to the industry via marketing activities.
- provide a secretariat service for the NHSS committees that it administers including support for the update and maintenance of the relevant NHSS documents.
- host the Schedule of Suppliers website list on behalf of all the NHSS committees[1].

Please note that Lantra does not employ Verifiers, EQAs, Assessors, Instructors or Providers. Providers approved by Lantra organise all assessment and training courses for their customers using an approved Assessor and/or Instructor.

1.4 Which National Highway Sector Schemes does Lantra administer?

Lantra administers the National Highway Sector Schemes shown in the table below.

NHSS offered by Lantra

Scheme Number	Scheme Title	Link to NHSS Document
Scheme 10B	Permanent vehicle restraint systems incorporating NHSS 2B & NHSS 5B	https://www.ukas.com/
Scheme 12A/B	Static Temporary Traffic Management on Motorways and other Dual Carriageways	https://www.ukas.com/
Scheme 12C	Mobile Lane Closure Traffic Management on Motorways and other Dual carriageways	https://www.ukas.com/
Scheme 12D	Temporary Traffic Management on Rural and Urban Roads	https://www.ukas.com/

All NHSS are underpinned by Sector Scheme 0 (Part 1 and Part 2).

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[1] Please visit https://www.scheduleofsuppliers.co.uk/

2. Provider Pre-Approval

2.1 How do I gain approval as a Provider for Lantra?

To gain approval as a Provider you will need to put in place systems, processes and policies to underpin training and assessment activity. Once those are in place this will provide the foundations to build upon with skill specific training and assessment.

Step 1 – Policies

It is vital that every Provider has in place policies to cover all activities. Each policy must cover all groups of Learners, whether they are employed, sub-contracted or are your customers.
Please see below table 2 for the entire list of policies that you will be required to hold. All Provider personnel must understand the policies and implement the processes which underpin them.

Lantra will review your policies as part of approval and annual audits. Policies that are not compliant will be highlighted with the Provider to correct.

Provider Policies

Provider Policies	Requirements
Equal opportunities/diversity policy	The Provider's role and responsibility
Data protection policy	Confidentiality, Learner personal data capturing and retention
Safeguarding policy	Specifically, children and vulnerable adults, the Provider's role and responsibility with Learners
Appeals & complaints policy	The responsibility of the Provider and the process for applicants to follow
Malpractice & maladministration policy	The Provider's role and responsibility with Learners, Instructors & Assessors
Conflict of Interest	The Provider's position and way of dealing with conflicts of interest
Recognition of Prior Learning (RPL)	The Provider's position on recognising other Lantra Sector Schemes training and assessment
Health & safety policy	The Provider's role and responsibility
Animal welfare policy*	The Provider's role and responsibility
Substance abuse policy	The Provider's role and responsibility

Animal welfare is only required if you deliver one of Lantra's animal-based training courses/assessments. As a NHSS Provider you will have access to Lantra's entire product portfolio, if you would like to add to your account please contact your account manager.

Step 2 – Personnel and Responsibility

The Provider must have the following systems in place to effectively deliver National Highway Sector Schemes with Lantra approval.

Nominated Provider roles
It is the Provider's responsibility to ensure there is a dedicated member of staff allocated to the roles listed below throughout the membership. The Provider must notify Lantra of any changes to personnel, failure to do such can result in a restriction of delivery or suspension of membership.

Role	Responsibility
Provider Manager	This person must be in a position of authority to confirm direction, strategy and invoicing.
Provider Administrator	This person must be available daily for general enquiries and submissions to Lantra.
Lead Internal Quality Assurer	The Lead Internal Quality Assurer is responsible for the creation and delivery of the quality strategy. Is responsible for the delegation of activity to additional Internal Quality Assurers.
Internal Quality Assurer	Must deliver the Provider's quality strategy as set out by the Lead Internal Quality Assurer.

Important Note
All persons involved with the internal quality assurance must either hold or be working towards the level 4 Internal Quality Assurance qualification or can demonstrate they hold an equivalent or higher qualification. If the person is working towards the internal quality assurance qualification, they are permitted a 2 year period to achieve the qualification, from the date of enrolment.

Step 3 – Processes

The Provider must have processes in place to account for the following activity, these processes will be audited prior and during approval.

Pre-course activity
Providers must ensure that:
- they are familiar with the requirements of the scheme and other industry material.
- the Instructor / Learner ratio is complied with.
- the NHSS Rules of Combination is always implemented
- any specialist equipment and/or facilities required complies with legislation and/or specification(s).
- training rooms are suitable, and an appropriate risk assessment is carried out, risk assessments must be recorded and made available on request for Lantra audits.
- Learners/Clients are provided with appropriate information and advice prior to undertaking any training/assessment as part of the screening process.
- any additional Learner needs are identified in advance, where possible to make any arrangements or reasonable adjustments as necessary (please refer to Lantra's Reasonable Adjustment guide).
- any reasonable adjustments requested must be notified to Lantra in advance of the activity.

Record keeping

Providers must ensure that:

- the following records are kept
    - attendance sheet.
    - end of course test paper for each Learner showing total mark achieved.
    - copy of tri-partite for all Learners.
    - Logbooks and supporting evidence must be stored at the Providers address until it has been subject to sampling by an External Quality Assurer. (Logbooks may be released to Learners/Clients only after they have been made available for sampling to the EQA).
- receipt of Learner certificates/cards or Gencarda reports are recorded.
- a data base of Learner progression is held, the data retained must be valid, authentic, current and sufficient. The Provider must be able to effectively track and trace Learners through the database.

It is the responsibility of the Provider to ensure Learner files are stored securely and with limited access to just the Provider team. Providers must retain NHSS 12AB, 12D and 10B Learner training and assessment paperwork (physical or electronic) for a minimum of 7 years. NHSS 12C requires Providers to retain Learner training and assessment paperwork for a minimum of 12 years in accordance with the NHSS 12C protocol. After the minimum time has exceeded the Provider must securely dispose of the Learners training and assessment paperwork.

Administration

Providers must ensure that:

- Lantra is notified of all NHSS training and assessment activity at least two weeks in advance of their intention to deliver using the course notification (form 7). Failure to notify Lantra can result in sanction or suspension of membership.
- all Learners are registered using the correct forms when undertaken the relevant training or assessment.
- all completed training paperwork must be submitted to Lantra within 2 months and assessment paperwork within 6 months.
    - any paperwork that cannot be supplied to Lantra within the stated time frame must be communicated to Lantra immediately, please note, late submissions can and may be rejected by Lantra.
    - any paperwork submitted to Lantra outside of the specified time period must be supplied with an Internal Quality Assurer report.
- all Learner certificates and/or cards are recorded by the Provider upon receipt and when dispatched to the Learner/Client.

Important Note

Lantra can request training and assessment paperwork/Logbooks/test papers at any point throughout membership for quality control.

Tests

Providers must ensure that:

- all test papers are securely held and only made available to the registered Provider team and qualified Instructors. Failure to securely hold test papers will result in suspension of membership.
- an invigilator is provided for tests (this person must be the Instructor for the course being delivered).
- only qualified Instructors mark test papers including any marginal papers that require a secondary mark.
- Learners are informed of test results at the end of the course (Foreman, LTMO and TSCO are an exception as they are required to be secondary marked by Lantra).
- confirmation of the results sent to Lantra with the registration paperwork.

Internal Quality Assurance (IQA)

The Provider must nominate a Lead Internal Quality Assurer to create and maintain a quality strategy for the membership year (see chapter 7.5). The strategy must cover the following activities: -

- Instructor/Assessor observations.
- Documentation control and review of the policies.
- Create, maintain and review processes, systems and record retention.
- Standardisation meetings with staff, Instructors/Assessors and other IQAs.
- Risk rating of Instructors/Assessors registered to the Provider.
- At least 10% paperwork sampling is completed per Instructor/Assessor
- Sampling strategy which is connected to standardisation, internal observations and risk rating activity.
- List out the roles and responsibilities of staff and Instructors/Assessors.
- Have a system in place to record Lantra and industry changes and notifications.
- Up to date CPD records of all Instructors/Assessors.
- Ensure the Provider has the current version of training materials and documents, deleting outdated documents.
- Ensure the Provider attends or has a representative attend standard setting events arranged by Lantra.

If the Nominated IQA is also an Instructor/Assessor with the Provider, a second IQA must be nominated as the IQA must not verify their own delivery.

Insurance

The Provider must hold the appropriate insurance to cover training and assessment. It is a mandatory requirement that every NHSS Provider holds valid insurance for the following:

- **Professional Indemnity**   (recommended cover starting from £1 million)
- **Public Liability**   (recommended cover starting from £5 million)

Important Note

If you do not have the appropriate insurance in place you **must not** carry out any training or assessment, your membership will automatically be suspended until a time you have the appropriate insurance in place. If your company only trains and assess its own employees, then Professional Indemnity insurance is not required.

Lantra's terms and conditions

The Lantra terms and conditions are issued after a Provider has successfully applied for approval with Lantra. Thereafter Lantra will issue at each membership renewal period.

All Providers must abide by the terms and conditions as documented in the Lantra Provider Agreement. Failure to comply will result in suspension or full withdrawal of membership.

Additional note

Before your organisation can deliver training and/or assessment you must be approved as a Provider by Lantra for the NHSS (see Table 1). Only Providers approved by Lantra can offer training/assessment which is governed by quality assurance and the rules of combination.

To deliver courses/assessments, the Provider must register Instructors and Assessors. For new Providers it is recommended that they use already approved Instructors/Assessors as this will enable them to deliver products from the very moment approval is given. For new Instructor/Assessor applicants, refer to chapter 3.

Lantra has an annual membership which begins on 1st April and concludes the following 31st March every year. Providers can apply for approval at any point in the year, however, Lantra would advise you to apply for approval in March prior to the start of the new membership year to get the most out of your membership.

Responsibilities of the Provider

It is the Provider's responsibility to establish and maintain the systems, processes and policies which are compliant with Lantra Provider documents relevant to the scheme being delivered and the terms and agreement. The Provider will also be required to uphold the quality assurance as detailed in chapter 7.

The Provider has a duty of care to the Learner prior, during and after deliver of the training course / assessment. Applications made to Lantra must be done within the documented time frame. Any delays will be identified as a non-compliance and as a quality issue which Lantra will investigate.

Important Note
The Provider is responsible for the delivery and quality assurance of each Instructor/Assessor registered with them. Providers must be able to account for every training course and assessment delivered from the initial stages of screening to the final stages of registration.

Resources and Equipment

Some NHSS programmes will not need additional resources; others will need specialist equipment and/or facilities. Some of the training courses offer Learners the opportunity to train and practise installation / removal methods including fault finding exercises on a dedicated training site. All training sites must be risk assessed by the Instructor prior to delivery.

Providers wishing to apply to offer proprietary (manufacturers) courses under Sector Schemes 10B will require a sign off for approval. If the Provider is new to Lantra they will require by both the External Quality Assurer and a nominee of the proprietor. If the Provider is already approved by Lantra for NHSS 10B, then they will only require a nominee of the proprietor for approval. Each proprietor will provide details of requirements. Contact Lantra for proprietor's contact details. To offer non-proprietary 10B courses you will require the site to meet the requirements of the NHSS standard. Please apply directly to Lantra for more information and approval.

Should the Provider wish to add more sites which require approval you must notify Lantra to have them registered prior to delivery.

Summary - Checking the requirements

You can apply to offer one or all the National Highway Sector Schemes – however, you must meet the requirements of each sector scheme. For proprietary courses under Sector Scheme 10B you must meet the proprietor's requirements. Providers can add or remove schemes at any point during the membership year. It is important to note that there is a charge for adjusting the membership. Please refer to the service level fees.

It is important that you identify staff who can deliver the Sector Schemes you want to offer. Instructors, Assessors and Internal Quality Assurers need to have appropriate qualifications and occupational competence to be able to fulfil these roles.

This document details the systems which must be implemented within your organisation to support the delivery of the programme. Experience has shown that National Highway Sector Scheme programmes run effectively when they are given full support by senior management.

Management support can be demonstrated by ensuring only appropriate team members allocated to the programme are given sufficient time to effectively perform their role.

Internal Quality Assurers must be given the power to implement effective changes at the Provider. If an Internal Quality Assurer cannot make proactive changes then they are not appropriate for carrying out the role. The Internal Quality Assurer must be fully integrated with the Provider to be effective, the External Quality Assurer visits twice a year and must be able to gain a clear insight to the proactive internal verification.

Summary – Become a Lantra approved Provider

All Providers must be approved by Lantra before they can offer any of National Highway Sector Schemes training or assessment.

Once you have created your policies, systems and procedures you can apply to Lantra who will review your application as part of your approval. Lantra will go through your policies to make sure they are compliant with Lantra and NHSS requirements. Once Lantra has approved your policies you will be able to receive a Lantra representative to complete an Approval Visit. The Approval Visit will look at systems and processes in place to make sure you are in a good position to deliver the NHSS provision applied for. In some cases, a site approval will also be required for specific NHSS courses. For more information please review the course portfolios which can be located on the Lantra website https://www.lantra.co.uk/

You must also submit applications for Instructor/Assessor approval at the same time, as you will be unable to deliver any courses/assessments without a registered and approved Instructor/Assessor. Before you complete any Instructor/Assessor applications refer to chapter 3 - How to become an Instructor/Assessor.

Summary - External Quality Assurer visit

On receipt of your application form, Lantra will check that you have provided all the information requested. If the application is complete, we will allocate an External Quality Assurer to your company and arrange for this person to conduct an approval visit. The approval visit is included in your application fee.

The approval visit will establish whether you have the necessary systems, processes and resources to offer the scheme for which you have applied and to provide you with guidance and support. This visit will take place at the main site; however, the External Quality Assurer may also want to visit any training sites and facilities you are using for delivery.

The External Quality Assurer will provide feedback on the day of the visit and produce a report that will make a recommendation to Lantra as to whether Provider approval should be given or not (giving reasons for these decisions) and any actions or recommendations that may need to be addressed. Lantra will notify your company within ten working days of receipt of the External Quality Assurer's report with the outcome.

To prepare for the External Quality Assurer visit you should have all evidence of systems, documentation, and staff that will be involved, accessible and available on the day.

Providers applying to offer proprietary (manufacturers) courses under Sector Schemes 10B must also organise a visit by a nominee of the proprietor to ensure that the Provider has access to appropriate technical facilities to offer specific proprietary courses. Where possible this visit will take place at the same time as the External Quality Assurer visit.

Summary – Provider status confirmed

You will be notified whether you have been granted Provider approval (if not the reasons will be explained in detail). If you are given approval then you will be notified as to whether there are any conditions or recommendations attached to this approval, and any timescales within which you are expected to address these.

Approved Providers (whether conditional or not) will then receive the following:
1. A certificate of accreditation from Lantra.
2. A unique Provider reference number.
3. Copies of the relevant training and assessment materials. It is the responsibility of the Provider to ensure that these are kept secure with limited access at all times.
4. A pack containing all relevant documentation and forms.
5. Complimentary registration pad/s for the Sector Scheme(s) you are offering. Lantra issues 1 of each type of registration pad you will require. Further registration pads can be purchased through the Operations team at Lantra.

Please note that progress towards addressing any actions or recommendations raised by the External Quality Assurer will be checked at future visits.

Lantra send all training materials, documents and forms electronically. If you have restrictions on receiving electronic files, please notify Lantra and alternative means of transferring the information will be made.

It is important to note all new Providers do not have Direct Claim Status. Direct Claim Status is achieved by demonstrating the ability to 100% internal verify all Learner applications, then send to the External Quality Assurer to 100% audit. Once the External Quality Assurer and Lantra are happy the standard is being achieved, the Provider will be awarded Direct Claim Status. For more information on Direct Claim Status go to chapter 4.2.

2.2   How do I add or remove additional Schemes?

At any point during your membership you can add or remove National Highway Sector Schemes against your account. To initiate the process, the Provider Manager will be required to make a written request to the NHSS and Highways Team.
NHSS-Highways@Lantra.co.uk

It is important to note, there is no additional cost in removing a NHSS, however, adding a scheme will incur a charge, please refer to Lantra's service level fees for more information.

When adding a new NHSS to the Provider the quality assurance will need to be verified, the Provider must gain direct claim status on the new Sector Scheme. See chapter 4.2 for more information on gaining direct claim status.

Once the NHSS has been added to the Provider, the following must be considered:

- identify Instructors, Assessors and Internal Quality Assurers as appropriate who have the qualifications and occupational competence to be able to deliver the scheme.
- adjust Provider documents and policies as appropriate to include the new Sector Scheme requirements.

An External Quality Assurer visit maybe required for additional NHSS approval. Those wishing to run additional proprietary courses under NHSS 10B will also need to organise a visit by a nominee of the proprietor completing form 17. For more information please contact the NHSS Highways team.

Important Note
As a NHSS Provider you will be able to add any technical award, qualification or add your own customised provision. To begin this process, you will need to contact your account manager for further help and guidance.

3. Instructors / Assessors Approval

3.1 How do I become an Approved Instructor for Sector Schemes?

Instructors must be approved by Lantra to deliver training in one or more of the National Highway Sector Schemes. Potential Instructors should familiarise themselves with the requirements of the relevant National Highway Sector Scheme and other appropriate industry reference material.

Potential Instructors must be registered to a Lantra NHSS Provider and be observed by an External Quality Assurer (and proprietor for 10B proprietary courses). The Instructor must demonstrate on the application form that they have sufficient skills, experience and qualifications to deliver training courses conducted in a classroom for each National Highway Sector Scheme applied for.

Application forms must be submitted to Lantra prior to completing any of the approval stages. Every application will be checked by the Lantra approval team against the criteria below. If the criteria have been satisfied the application will then proceed to the next stage.

There are two tiers for approval. Tier One covers the foundation requirements. These are non-skill specific.

Approval criteria	Evidence requirement
Industry experience for the scheme (Mandatory)	Provide a competency based Curriculum Vitae showing that the applicant has the relevant industry experience and knowledge
Technical qualifications + associated licences (Mandatory)	Copies of relevant technical/operator certificates and licences
First Aid (Optional)	**For further information and a full list of accepted qualifications, please see the HSE website for the First Aid at Work (FAW) and Emergency First Aid at Work (EFAW) regulations guidance notes** http://www.hse.gov.uk/firstaid/index.htm All first aid training providers will need to be able – and should be prepared to demonstrate how they satisfy certain criteria set by HSE. These criteria include: - the qualifications expected of trainers and assessors - monitoring and quality assurance systems - teaching and standards of first-aid practice - syllabus content - certification Training organisations should also meet the criteria set by the principles of assessment for first aid qualifications

Approval criteria	Evidence requirement
Instructional techniques (Mandatory)	**A recognised teaching/instructional techniques qualification, for example:** - Cert Ed/PGCE/B. Ed/M. Ed - PTLLS/CTLLS/DTLLS - Further and adult education teacher's certificate - S/NVQ level 3 in training and development - S/NVQ level 4 in training and development - TQFE teaching qualification for further education - Training group A22, B22, C21, C23, C24 - City and Guilds 7307, 7321; 7407; 7303 or Level 3 Award in the Training of Land Based Skills - CIEH Level 3 Award in Training Skills and Practice **Lantra Awards accepts Ofqual, SQA and Qualifications in Wales regulated skill specific teaching qualifications** **Instructional techniques courses must be a minimum of 4 days long covering the items below and must be formally assessed.** - Ice breakers - SMART objectives - Lesson plans - Learning styles and learning cycle - Error correction - Dealing with challenging people - Feedback - Practical sessions including role reversal
Health & Safety (Mandatory)	**Health & Safety Qualification such as:** - IOSH – *Safety, Health and Environment for Construction Workers* - IOSH – Managing Safely - IOSH - Directing Safely - CITB - Site Management Safety Training Scheme (SMSTS) must be valid - CITB – Site Supervisors Safety Training Scheme (SSSTS) must be valid - NeBOSH – General Certificate in Occupational Safety & Health - NeBOSH – Certificate in Construction Health and Safety - NeBOSH – International general certificate in Occupational Safety & Health - NeBOSH – National Diploma in Occupational Safety & Health - NeBOSH – International Diploma in Occupational Safety & Health

Tier 2 Skill Specific - Technical Requirements and Approval Process

12AB Instructor	• Undertaken a 12B LTMO course achieving a pass rate of at least 85%
	• The 12B LTMO skill must be valid on application
	• Apply to Lantra to be observed by an External Quality Assurer delivering first course

Recommendation
It is recommended that an applicant Instructor observe a 12AB Operative course being delivered by an experienced Lantra Instructor.

Important Note
Applicants approved as a 12AB Instructor will automatically be permitted to deliver the TTMBC course.

Applicant Instructors are not permitted to deliver TTMBC courses until they have been approved as a 12AB/C/D Instructor first.

12 Impact Protection Vehicle (IPV) Instructor/Assessor	• Undertaken an IPV Operative course achieving a pass rate of at least 85%
	• Hold the IPV card. The card must be valid
	• Apply to Lantra to be observed by an External Quality Assurer delivering first course

Recommendation
It is recommended that an applicant Instructor/Assessor observe an IPV Operative course being delivered by an experienced Lantra Instructor.

Important Note
IPV applicants must hold an appropriate assessor qualification, please refer to chapter 3.2 for full information.

IPV applicant must hold the appropriate HGV licence for the type of vehicle being used and present this to the EQA before being observed.

Applicants who hold the 12C Supervisor Instructor/Assessor status will automatically be granted full IPV Instructor status without need for additional observations.

12B Lead Traffic Management Operative (LTMO) Instructor	• Applicants must be approved as a 12AB General Operative Instructor
	• Hold the 12B LTMO skill. The skill must be valid on application
	• Applicant Instructor must have delivered 4 registered 12AB General Operative courses
	• Applicant Instructor must hold a level 3 or higher qualification in Health & Safety
	• Apply to Lantra to undertake the 12B LTMO Instructor exam and pass with a grade of at least 85%
	• Apply to Lantra to be observed by an External Quality Assurer delivering first course in full

Important Note

It is recommended that an applicant Instructor observe the delivery of a 12B LTMO course being delivered by an experienced Lantra Instructor prior to applying for approval.

The 12B LTMO Instructor exam does not have a resit. If you are unsuccessful, you will have the option to apply for the next available Instructor exam.

12A Foreman Instructor	• Applicants must be approved as a 12B LTMO Instructor
	• Hold the 12A Foreman skill. The skill must be valid on application
	• Applicant Instructor must have delivered 3 registered 12B LTMO courses
	• Apply to Lantra to undertake the 12A Foreman Instructor exam and pass with a grade of at least 85%
	• Apply to Lantra to be observed by an External Quality Assurer delivering first course in full

Important Note

It is recommended that an applicant Instructor observe the delivery of a 12A Foreman course being delivered by an experienced Lantra Instructor prior to applying for approval.

The 12A Foreman Instructor exam does not have a resit. If you are unsuccessful, you will have the option to apply for the next available Instructor exam.

The 12A Foreman Instructor skill supersedes that of the 12B LTMO.

12A Traffic Safety Control Officer (TSCO) Instructor	• Applicants must be approved as a 12A Foreman Instructor
	• Undertaken the TSCO course achieving a pass rate of at least 85%
	• Hold the 12A TSCO skill. The skill must be valid on application
	• Applicant Instructor must have delivered 2 registered 12A Foreman courses
	• Apply to Lantra to be observed by an External Quality Assurer delivering first course

Recommendation
It is recommended that an applicant Instructor observe a TSCO operative course being delivered by an experienced Lantra Instructor.

NHSS12C Instructor/Assessor	• Undertaken a 12C Operative and Supervisor course achieving both with a pass rate of at least 85%
	• Hold the 12C Supervisor card (the card must be valid)
	• Apply to undertake a Lantra NHSS12C train the trainer course*
	• Following successful completion of the Lantra train the trainer course, applicant is observed by a Lantra approved External Quality Assurer**

Recommendation
It is recommended that an applicant Instructor/Assessor observe both Operative and Supervisor course/assessment being delivered by an experienced Lantra Instructor before delivering a course themselves.

Important Note
*The 12C train the trainer course is a three-day event evaluating the knowledge and technical competency of the applicant Instructor/Assessor.

You must apply for both Instructor/Assessor approval at the same time, the applicant can select Operative or Supervisor in an order that best suits, however, Supervisor approval does not include Operative.

12C Operative Instructor/Assessor Approval

**Following successful completion, the applicant Instructor/Assessor will require observations by a Lantra approved EQA:
1 x observation (2 days) delivering the 12C Operative theory & practical demonstration for the training course.

On successful completion of the above observations the applicant will be granted full 12C Operative Instructor/Assessor approval.

12C Supervisor Instructor/Assessor Approval

**Following successful completion, the applicant Instructor/Assessor will require observations by a Lantra approved EQA:
1 x observation (2 days) delivering the 12C Supervisor theory & practical demonstration for the training course.

On successful completion of the above observations the applicant will be granted full 12C Supervisor Instructor/Assessor approval.

Important Note
12C Instructors/Assessors must maintain their 12C Supervisor card. If the 12C Supervisor card expires then the 12C Instructor/Assessor status will also expire. The Instructor/Assessor will need to reactivate the 12C Supervisor card and apply to Lantra to be observed delivering the full course (2 days) status for 12C.

12C Assessors must hold an appropriate assessor qualification, please refer to chapter 3.2 of the Provider manual for full information.

12C Supervisors undertaking IPV assessments must hold the appropriate HGV licence for the type of vehicle being used and present this to the EQA before being observed.

Additional Pre-requisites for the 12C Train the Trainer event

1. Familiarisation of the following documents outlining the requirements for mobile lane closure operations and specification of vehicles and equipment required for mobile lane closures
   a. NHSS12C Sector Scheme document, section 7.2 and Appendix C
   b. Chapter 8

2. Signed declaration by the applicant to confirm they hold a current licence for operation of all vehicles, to include trailer-towing vehicles required for use during mobile lane closures

3. 12C TTT course fee to be paid in advance of course

12D T1-T2 Instructor	• Has undertaken the 12D T1-T2 course and passed the test at 85% or higher
	• Hold the 12D M1-M2 skills card. The card must be valid and all assessment units completed
	• Apply to Lantra to be observed by an External Quality Assurer delivering first T1-T2 course*

Recommendation
It is recommended that an applicant Instructor observe the individual module courses being delivered by an experienced Lantra Instructor.

Important note*
The applicant Instructor cannot be observed delivering 12D T1 only.

Applicants approved as a 12AB Instructor will automatically be permitted to deliver the TTMBC course.

Applicant Instructors are not permitted to deliver TTMBC courses until they have been approved as a 12ABCD Instructor first.

12D T3 Instructor	• Approved as a current 12D T1-T2 Instructor
	• Has undertaken the 12D T3 course and passed the test at 85% or higher within the last 2 years
	• No further observation is required unless requested

Recommendation
It is recommended that an applicant Instructor observe the individual module courses being delivered by an experienced Lantra Instructor.

12D T4 Instructor	• Approved as a current 12D T1-T2 Instructor
	• Has undertaken the 12D T4 course and passed the test at 85% or higher within the last 2 years
	• No further observation is required unless requested

Recommendation
It is recommended that an applicant Instructor observe the individual module courses being delivered by an experienced Lantra Instructor.

12D T5 Instructor	• Approved as a current 12D T1-T2 Instructor
	• Has undertaken the 12D T5 course and passed the test at 85% or higher
	• Attend and successfully complete the T5 Train the Trainer
	• Apply to Lantra to be observed by an External Quality Assurer delivering first T5 course

Recommendation
It is recommended that an applicant Instructor observe the individual module courses being delivered by an experienced Lantra Instructor.

12D M6 Instructor	• Approved as a current 12D T1-T2 Instructor
	• Has undertaken the 12D M6 course and passed both tests at 85% or higher
	• Hold the 12D M6 skills card. The card must be valid
	• Apply to Lantra to be observed by an External Quality Assurer delivering first M6 course

Recommendation
It is recommended that an applicant Instructor observe the individual module courses being delivered by an experienced Lantra Instructor.

Important note*
The applicant Instructor will need to be observed on both days of the course by the EQA.

12D M7 Instructor	• Has undertaken the 12D M7 course and passed the test at 85% or higher
	• Hold the 12D M7 skills card. The card must be valid
	• Attend and successfully complete the M7 Train the Trainer
	• Apply to Lantra to be observed by an External Quality Assurer delivering first M7*

Recommendation
It is recommended that an applicant Instructor observe the individual module courses being delivered by an experienced Lantra Instructor.

Important note*
The applicant Instructor will need to be observed on both days of the course.

10B Foundation/Installer Instructor	• Undertake the Installer course achieving a pass rate of at least 85%
	• Hold the 10B Installer card. The card must be valid
	• Hold a level 2 diploma in fencing
	• Hold a current NPSBS or Proprietary system card
	• Sit the Instructor Installer exam achieving a pass rate of at least 85%
	• Apply to Lantra to be observed by an External Quality Assurer delivering first Installer course*

Important note

*On successful approval of the Instructor application for 10B Installer course, this will automatically approve the Instructor to also deliver 10B Foundation course.

10B Instructors must maintain their Blue Installer FISS/CSCS card throughout their Instructor registration, if the card expires the Instructor will lose their registration status with Lantra.

10B Non-Proprietary Safety Barrier System (NPSBS) Course Instructor	• Must be approved and registered as a 10B Installer Course Instructor
	• Hold the 10B NPSBS card. The card must be valid
	• Apply to Lantra to be observed by an External Quality Assurer delivering first NPSBS course*

*Important note**

The applicant Instructor will only need to be observed on 1 of the 3 days by an External Quality Assurer. The remaining 2 days will need to be observed by the Internal Quality Assurer with their report being submitted to Lantra before approval can be given. The Internal Quality Assurer must be suitably knowledgeable to undertake the observation.

The 10B Installer and NPSBS courses do not have to be delivered in successive days, the Installer course must always be delivered before the NPSBS course.

10B Proprietary System Course Instructor	**Route 1** • Must be approved and registered as a 10B Installer Instructor • Apply to be observed by a nominated technical expert representing the Proprietor of the system* **Route 2** • Apply to Lantra to be observed by a nominated technical expert representing the Proprietor of the system and a Lantra External Quality Assurer**

Important note
Applicants can apply for either route 1 or 2 for approval.

Route 1
*The applicant Instructor must not be the nominated technical expert approving competency.

The nominated technical expert representing the Proprietor of the system must complete a Lantra observation report form and submit to Lantra for approval to be given.

Route 2
**The Lantra External Quality Assurer and nominated technical expert representing the Proprietor must both observe the first course in full.

If the applicant Instructor has is already approved and registered by Lantra as a 10B Proprietary Instructor, the applicant will not require a further observation by a Lantra External Quality Assurer. However, you will still require a nominated technical expert representing the Proprietor to complete an observation to approve technical competency.

3.2   Instructor responsibilities

Preparation
Instructors must ensure:
- that the current training materials is being used. This can be verified on the Lantra website https://www.lantra.co.uk/training-providers.
- course paperwork is printed off with sufficient quantities for each Learner, held securely and ready for delivery.
- any notified reasonable adjustments have been considered.
- industry documents relevant to the course are accessible for delivery, refer to the Instructor Guidance Notes within the training material packages.
- a risk assessment form is accessible and compliant with the Provider and Lantra requirements.
- they have the appropriate registration pad and course attendance sheet.
- they are familiar with training material content and supporting documents.
- they arrive at the training location with plenty of time to set up and check the venue is suitable and compliant with chapter 5.5.
- all hardware and software required is tested and ready to use for delivery.

Delivery
Instructors must ensure:
- they have with them their official Lantra identity card.
- Learners are appropriately inducted in line with the Provider's process, policies, procedures.
- the training course is delivered in accordance with the current materials provided.
- Learners understand the aims, objectives and expectations of the course.
- each Learner has appropriate support and is offered additional support if required.
- scheme and industry material are available for reference purposes.
- they are compliant with the Provider's and Lantra's quality assurance.
- the classroom being used is compliant with Lantra expectations and that a risk assessment form has been completed. See chapter 5.5 for more information.
- that each Learner has signed the course attendance form.
- their behaviour is in accordance with the Lantra code of conduct, see chapter 3.5.

Paperwork
Instructors must ensure that:
- Learners have completed and signed relevant paperwork and test papers.
- feedback is provided to Learners.
- Learners have an option to feedback using the relevant paperwork.
- test papers have been marked using the correct model answers.
- all evidence and information are available for verification.

Post delivery
Instructors must ensure:
- the Learner is issued with the yellow copy of the registration sheet.
- the blue and white copies of the registration pad must be forward to the Provider along with test papers, course feedback and the attendance sheet. The Instructor must not retain paperwork or store separately from the Provider.

3.3 How do I become an Approved Assessor for Sector Schemes?

Assessors must be approved by Lantra in order to assess in one or more of the National Highway Sector Schemes. Potential Assessors should familiarise themselves with the requirements of the relevant National Highway Sector Scheme and other appropriate industry reference material.

Potential Assessors must be registered to a Lantra NHSS Provider and be observed by an External Quality Assurer. The Assessors must demonstrate on the application form that they have sufficient skills, experience and qualifications to assess on a live and non-live site for each Sector Scheme applied for.

Application forms must be submitted to Lantra prior to completing any of the approval stages. Every application will be checked by the Lantra approval team against the criteria below. If the criteria have been satisfied the application will then proceed to the next stage.

There are two tiers for approval. Tier 1 approval cover the foundation requirements Lantra require. These are non-skill specific.

Tier 1 Approval criteria	Evidence requirement
Industry experience for the scheme (Mandatory)	Provide a competency based Curriculum Vitae showing that the applicant has the relevant industry experience and knowledge
Technical qualifications + associated licences (Mandatory)	Copies of relevant technical/operator certificates and licenses
First Aid (Optional)	**A Lantra EFAW or FAW ITA training certificate or Ofqual approved qualification certificate as listed. We also accept valid certificates from the voluntary aid associations (i.e. St. Andrew's, St. John Ambulance, British Red Cross).** ***England, Wales and Northern Ireland*** *Level 2 Award in Emergency First Aid at Work (600/7832/7)* *Level 3 Award in First Aid at Work (600/7773/6)* ***Scotland*** *SCQF Level 5 Emergency First Aid at Work (R266 04)* *SCQF Level 6 First Aid at Work (R265 04)* ***Republic of Ireland*** *FETAC Level 5 Occupational First Aid* ***International*** *Certificates achieved through other countries would be considered based upon the individual applicant and country of intended delivery of training. A full course outline to accompany the certificate is required for authorisation confirmation.* **NB: we are unable to accept certificates quoting an HSE Approval number achieved after 30 Sept 2013**. **NB: Lantra also accept certificates from First Aid Providers listed on the First Aid Industry Body website.** http://www.faib.co.uk/registrants/

Assessor qualifications (Mandatory)	A recognised Assessor qualification, for example.
	- *SQA Accredited Learning and Development Unit 9DI (Assess workplace competences using direct and indirect methods – replacing Units A1 and D32/33)* - *SQA Accredited Learning and Development Unit 9D (Assess workplace competence using direct methods–replacing Units A2 and D32)* - *QCF Qualifications based on the Learning and Development NOS 9 Assess Learner Achievement* - *Level 3 Award in Assessing Competence in the Work Environment (QCF)* - *Level 3 Certificate in Assessing Vocational Achievement (QCF) (to include assessing in a work place environment)* - *A1 or D32/D33* - *A2 or D32* - *Further and Adult Education Teachers Certificate* - *Cert Ed/PGCE/B Ed/M Ed* - *NOCN Tutor Assessor Award* **Subject to approval, other comparable qualifications supported by a copy of the outline will be considered.**

Tier 2 Skill Specific - Technical Requirements and Approval Process

12AB Assessor	• Has undertaken a 12AB Foreman course achieving a pass rate of at least 75%
	• Hold the 12AB Foreman or 12B LTMO skills card. The card must be valid and all assessment units completed
	• Attend a Standard Setting Event (SSE) for Logbook Housekeeping
	• Apply to Lantra to be observed by an External Quality Assurer delivering first assessment*

Recommendation
It is recommended that an applicant Assessor observe a 12AB Operative assessment being undertaken by an experienced Lantra Assessor.

Important Note*
Once approved as a 12AB Assessor the applicant can also gain the 12D Assessor skill without need for a further EQA observations, only if all the other 12D Assessor criteria is met.

12C Assessor	• See 12C Instructor/Assessor Approval model in chapter 3.3

Recommendation
It is recommended that an applicant Assessor observe a 12C Operative and Supervisor assessment being undertaken by an experienced Lantra Assessor.

Important Note
To gain fully approval applicant Assessors must be observed 1 day on 12C Operative and 1 day on Supervisor assessments.

12D Assessor	• Have undertaken a 12D T1/T2 Operative course achieving a pass rate of at least 75%
	• Hold a 12D M1/M2 skills card. The card must be valid and all assessment units completed
	• Hold the appropriate 12D skills card for each additional module applied for. The card must be valid.
	• Attend a Standard Setting Event (SSE) for Logbook Housekeeping
	• Apply to Lantra to be observed by an External Quality Assurer delivering first assessment*

Recommendation
It is recommended that an applicant Assessor observe a 12D Operative assessment being undertaken by an experienced Lantra Assessor.

Important Note*
Approval as a 12D Assessor no longer automatically grants approval for 12AB Assessor status. To gain 12AB Assessor status please follow the normal process on page 27.

Logbook House Keeping Standardisation

Each new applicant Assessor will be required as part of their approval to attend a Logbook Housekeeping Standard Setting Event (SSE). The applicant will have 2 options available to them in achieving the criteria.

1. The applicant is standard set by a Lantra approved Provider's IQA, who attended a Lantra Logbook Housekeeping stand setting event. Once the IQA has completed the activity they will be required to capture the following information which must be supplied to Lantra along with form 2 as part of the Assessor registration application.
   - Name of Assessor
   - Date of standard setting activity
   - Venue of event
   - Name of IQA
   - Signatures of both IQA and Assessor
   - Feedback from both IQA and Assessor

2. The Provider can request a Lantra External Quality Assurer to complete the standard setting event at their premises. This will be at the additional EQA charge.

3.4 Assessor Responsibilities

Preparation

Assessors must ensure:
- the Provider is aware of the assessment activity.
- identify the day to day work activities for each Learner so guidance can be given about which elements / units provide the best starting point for the individual to start collecting evidence. This process underpins the development of an assessment plan for each Learner.
- that the Learner has completed the appropriate pre-requisites prior to undertaking the assessment, requesting physical evidence to ensure the Learner has met the requirements where necessary.
- have an assessment plan for each individual assessment.
- have appropriate PPE.
- have access to the risk assessment and method statement for the job/tasks.
- have access to appropriate equipment / kit.
- inducted to the company processes and health and safety prior to attendance on site.
- they have access to assessment registration pad.

Delivery

Assessors must ensure:
- Learners are appropriately inducted in line with the Providers and contractor process, policies and procedures.
- the assessment is delivered in accordance with the current NHSS requirements.
- the Learner understand the aims, objectives and expectations of the assessment.
- each Learner has appropriate support and is offered additional support if required.
- they are compliant with the Provider's and Lantra's quality assurance.
- the site being used is compliant with health and safety requirements and that a risk assessment has been completed.
- the site being used is compliant with NHSS requirements.
- to be impartial during the assessment and not influence or direct the Learner, unless absolutely necessary or where the Learners safety is at risk.
- to provide feedback to the Learner at the end of the assessment on their overall progress.
- upon the final live site assessment visit that the Learner fully completes the registration sheet.
- their behaviour is in accordance with the Lantra code of conduct, refer to chapter 5.3.

Logbooks

Assessors must ensure:
- the Learner has a logbook allocated to them from the Provider.
- all evidence is clearly documented and precise, compliant with the NHSS Assessor guidance.
- feedback is provided to Learners.
- the logbook is updated accurately which does not disadvantage the Learner.
- all evidence and information are available for verification.
- where in the case the Assessor is continuing from another Assessor, that the evidence and information supplied is compliant with the NHSS requirements prior to submitting the completed paperwork to the Provider.
- the allocated logbook is completed, units/matrix signed off, evidence attached and submitted to the Provider to register and make available to the IQA process.
- they do not retain paperwork or store separately from the Provider once completed.

3.5 Code of Conduct - Professional Conduct

The Provider, Provider nominated roles, Instructor, Assessor and Internal Quality Assurers must comply with the Lantra code of Conduct list here.

1. respect the copyright of training and assessment materials, intellectual property, written or not, virtual documents published by Lantra including the use of Lantra or Lantra Awards logo
2. conduct yourself with integrity, courtesy, honesty and respect learners and Lantra's confidentiality
3. participate in updating and standardisation events, product updates and recertification events to maintain and update technical knowledge or understanding of Lantra policies and processes requirements
4. conduct yourself in a professional manner, when working with or on behalf of Lantra or Lantra Awards. Ensure communication, oral, electronic or written, regarding Lantra does not tarnish the image or reputation of Lantra
5. raise any issues you may have with Provider / Lantra confidentially and professionally ensuring remarks are valid, fair, concise and to the point, respecting view of others
6. ensure all sites are left tidy and safe at the end of your session
7. liaise with Lantra staff or appointed personnel, including Regulators, professionally at all times whether this be verbally, in writing or when there is a request for information ensuring requests for information are supplied in a timely manner
8. ensure at no times you mislead learners/employers that they are undertaking a Lantra course / assessment if this is not the case and they are not registered with Lantra
9. ensure that whilst you are involved in training or assessment delivery you are free from substance misuse, this includes alcohol, illegal and legal drugs where the latter may impact on concentration and/or performance and health and safety of learners or the public. Report any incident where anyone is found to be under the influence of illegal drugs or alcohol before or during a course. Inform learners they will be asked to leave the course immediately. All matters concerning alcohol and illegal/legal drugs shall be treated as confidential
10. ensure risk is identified, recorded and report immediately any conflict of interest that could give rise to an adverse effect where a learner is specifically advantaged or disadvantaged. This includes advising Provider / Lantra of any relationship between the learners, yourself, your business. This may be in relation to, but not exclusive to, paid or unpaid activity or when using third parties or sub-contracted services. Ensure you supply valid and relevant information to any appeal in relation to conflict of interest
11. when attending meetings listen courteously, value the contribution and respect the views of others and not seek to dominate proceedings. Participate in debate to facilitate as thorough an analysis of an issue as possible to ensure that best solutions can be reached, and appropriate actions identified are agreed and taken forward
12. ensure your website profile represents a true and accurate reflection of your relationship with Lantra and that it is not to be considered misleading to potential customers
13. act as an ambassador for Lantra and positively promote Lantra at all times
14. raise any issues you may have with Provider / Lantra confidentially and professionally ensuring remarks are valid, fair, concise and to the point, respecting the view of others
15. conduct yourself in a professional manner, when attending any events, in conjunction with or on behalf of Lantra or Lantra Awards. Ensure communication, oral, electronic or written, regarding Lantra does not tarnish the image or reputation of Lantra.
16. always work within guidance on learner ratios, equipment ratios and site safety expectations issued by Lantra Awards.

3.6   Continual Professional Development / Maintenance (CPD - CPM)

Every Instructor and Assessor is only approved for 12 months at a time, which aligns with the Provider's membership from 1st April to 31st March. For Instructors and Assessors to maintain their skills they are expected to record an accurate log of their activity which is relevant to the scheme/s they are approved to deliver.

Each Instructor/Assessor must supply an up to date copy of their CPD / CPM records to each Lantra approved Provider they are registered with. The record must capture what the activity is, the date completed, purpose of undertaking the activity and what benefit was obtained by doing it. Examples of CPD / CPM activities include attending/delivering courses/assessments, updates or development meetings, membership of industry bodies, subject learning coaching training, subject-specific project work or project development, reading/viewing subject specific material and any quality assurance they have undertaken.

The benefit of a having a CPD / CPM is that the Provider can use the information to risk rate the Instructor/Assessor identify any gaps in standardisation and appropriate plan internal observations. For the Instructor/Assessor, they can use the CPD / CPM to show how active they have been in the last 12 months. It is vital that an Instructor/Assessor can present information to show how activity and current they are with industry changes and updates.

Should an Instructor/Assessor not have an up to date CPD / CPM or does not have one at all, this will be highlighted as a non-conformity against the Instructor/Assessor and the Provider they are registered with during the annual audit.

Below is a sample of how you can display your CPD / CPM activity.

Activity details	Date	Purpose of undertaking activity	Evaluation of activity	CPD hours

3.7 Example of a Lantra approved Instructor / Assessor card

On Instructor/Assessor approval, and through Provider membership renewal, Instructors/ Assessors identity cards will be issued. The purpose of the identity card is that the Instructor/Assessor can provide an official form of identification while on site, detailing who they are registered with and the skills they are approved to deliver. The Instructor/Assessor must always carry the identity card on them when delivering training or assessment. The identity card is valid until the end of the current membership year and can only be renewed through continued registration with a Lantra approved Provider.

An example of an Instructor/Assessor identity card issued by Lantra.
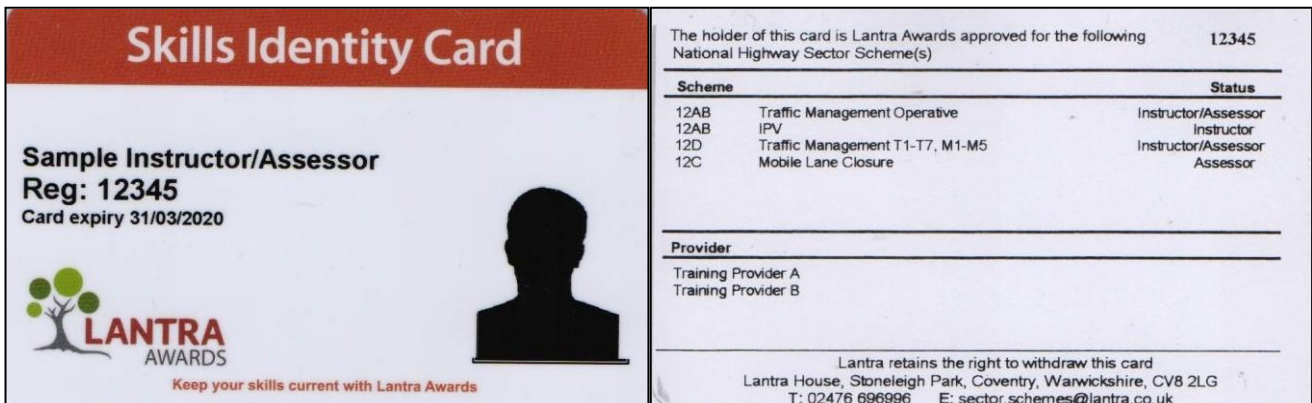
Important note
Lantra will only issue Instructor/Assessor cards directly to the Training Provider, replacement identity cards can be requested, please see the Lantra Service Level Fees for more information.

If an Instructor/Assessor has been suspended by Lantra the identity card will be requested to be returned to Lantra.

3.8 Instructor/Assessor maintaining skills

Instructors/Assessors are responsible for maintaining their own skills and are only approved with Lantra for 12 months at a time.
Instructors/Assessors are expected to deliver at least one course/assessment for each skill they are approval for. If the Instructor/Assessor does not deliver a course/assessment within 12 months, the skill they have been approved for will be classified as "Dormant". If a skill has been classified as "Dormant" the Instructor/Assessor must not deliver another course/assessment until they have been reapproved. Please see chapter 3.9 for more information.

If the Instructor/Assessor has been "Dormant" for longer than 24 months they will be classified as "Expired", in which case the Instructor/Assessor will need to refer to chapter 3.1 and 3.3 to re-gain approval.

Important Note
There are some skills that cover others, which helps understand what skills need to be delivered regularly to maintain. For more information, refer to Annex 9.

3.9 How to gain re-approval of Instructor/Assessor status

Instructors/Assessors are responsible for maintaining their skills and keeping a record of the courses/assessments they deliver. The Instructor/Assessor must document on their CPD / CPM and regularly provide copies to the Provider they are registered with. Instructors/Assessors must be able to demonstrate how they have kept up to date with industry and the latest delivery criteria and standards they are approved for.

The Provider is responsible for monitoring the activity of their registered Instructors/Assessors and appropriate documenting this on the risk rating. If an Instructor/Assessor loses a skill they are approved for, the Provider will no longer be able to use them in this capacity.

Some Instructors/Assessors will hold several skills, some of which covers other modules meaning not all skills have to be delivered in a 12 or 24 month period. See Annex 9 Instructor/Assessor Skill Coverage for more information.

There are two classifications types for Instructors/Assessors for exceeding 12 and 24 months without delivery.

Classification 1 – "Dormant"
The Instructor/Assessor has remained registered with an approved Provider and has not delivered a course/assessment in 12 months. This Instructor/Assessor will be classified as "Dormant" by Lantra.

To reactivate the Instructors/Assessors status they will be required to be observed delivering the skill by either an IQA or EQA. The Provider can use their IQA only if that IQA also holds the skill being delivered by the Instructor/Assessor. If the IQA does not hold the skill, the Provider can either source an IQA with that skill or request a Lantra EQA to complete the observation.

If the Instructor/Assessor has been dormant for 24 months or longer, then the classification changes to "Expired".

For the Instructor/Assessor to re-gain approval for Classification 1 you will need the follow the process below.

The Internal Quality Assurer is required to:

- Check that the Instructor/Assessor has a full understanding of current Industry, training material, Lantra and regulatory bodies' requirements.
- Identify any gaps in the Instructor/Assessors knowledge. If necessary, the individual will need to go through the Provider's standardisation process.
- Notify Lantra if there are concerns that the Instructor/Assessor is below the standards required so Lantra can document the information on file.
- Inform the Instructor/Assessor of the process to regain approval, e.g. meeting the prerequisites in chapter 3.1 and 3.3 and then being observed by either an IQA or EQA on next delivery.
- Observe the Instructor/Assessor delivering a course/assessment, complete a technical observation report, submit the report to Lantra and keep a copy on the file.

Important Note

The Internal Quality Assurer must be an approved and valid Instructor/Assessor for the skill they are looking to observe.

The Provider is required to:
- Contact Lantra's NHSS Instructor/Assessor approval team.
- Submit a copy of the Instructor's/Assessor's continual professional development detailing activity since last activate date.
- Lantra will confirm that the criteria have been met and confirm that the Provider can proceed with an Internal Observation.
- Submit a copy of the internal observation to Lantra for our records (must be an observation of the full course/assessment).

Alternatively, if the Provider does not have access to an Internal Quality Assurer with the skill to complete the observation, an External Quality Assurer can be requested to complete this activity instead. This will be a chargeable service, please refer to Lantra's Service Level Fees for more information.

Lantra will complete the following:
- Upon receiving a copy of the successful observation report
  - Update the Instructor/Assessor file.
  - Re-issue an identity card to the Provider.
  - Record the observation report with the Lantra system.

Classification 2 – "Expired"

If an Instructor/Assessor does not deliver a course or assessment they are registered for and this exceeds 24 months, they risk losing the skill. Any skills removed will be communicated to both the Provider and Instructor/Assessor informing of the change to approval. If the Provider has no other Instructor/Assessor to deliver that skill, Lantra will also remove the skill against the Provider.

If the Instructor/Assessor has not delivered the skill exceeding 24 months, Lantra will remove the skill from the Instructor/Assessor status.
Any skills Lantra removes will be communicated to both the Provider and the Instructor/Assessor. Removing skills from the Instructor/Assessor may restrict what skills the Training Provider can deliver. It is vital that all Training Providers closely monitor how active their registered Instructors/Assessors are, this can be tracked using the Instructor's/Assessor's CPD / CPM files and using the internal training records. If in doubt, contact Lantra's NHSS Instructor/Assessor Approval team.

If the Instructor/Assessor has not delivered any courses or assessment which exceeds 24 months they will lose their approval with Lantra and will have their approval status removed. If the Instructor/Assessor want to regain approval, they will be required to refer to chapters 3.1 and 3.3.

If you are unsure about your skills or the skills of your Instructor/Assessor, contact Lantra's NHSS Instructor/Assessor approval team for guidance.

3.10   Instructors/Assessors applying for Operative cards

Instructors and Assessors who maintain their registration and approval with Lantra will be able to use their status to renew their operative skills.
Instructors and Assessors can only renew skills they have previously held. If they have been granted Instructor and/or Assessor status through academic approval or through grandfather rights they will not be able to apply for operative tickets.

To initiate the process, the applicant Instructor/Assessor will need to request the form from the Operations team. Sector.Schemes@Lantra.co.uk.

4.   Provider Post Approval

4.1   Accreditation Pack

Once approved as a NHSS Provider you will receive a welcome pack including all forms and documentation needed to administer the relevant Schemes you have selected. Refer to chapter 5 for the delivery of provision and the rules of combination.

Lantra will issue you training materials for the Scheme selected and the skill set of the Instructor registered. For example, if you have selected NHSS 12D and register an Instructor approved for T1-T5, Lantra will only issue you the training materials for T1-T5, as the Instructor isn't approved to deliver T6 and T7 those training materials won't be released.

Training materials are electronically issued by Lantra and only to nominated and registered Provider roles. See chapter 2.1 for more information on nominated roles.

To ensure that standards are maintained and consistent across all Providers you will receive two annual visits from Lantra. An audit will cover systems, processes and policies and the second audit will be a technical covering test papers, logbook evidence, IQA activity and observations.

4.2   Direct Claim Status (DCS)

Direct claim status is where a Provider can deliver training and assessment, complete the paperwork and submit directly to Lantra for registration and certification. When a Provider first gains approval with Lantra they will not have direct claim status and will need to work towards DSC approval, see the **8 and 3 rule** for further clarification. A Provider can also lose DCS if they have been identified as not achieving the scheme or Lantra standards.

When a Provider, without Direct Claim Status, delivers training and/or assessment on behalf of Lantra they are required to carry out 100% internal verification on all paperwork to ensure that the criteria are being achieved. Once the internal verification has been completed the paperwork must be forwarded to the Provider's External Quality Assurer to verify and countersign. If there are any errors or information is missing the External Quality Assurer will not countersign the paperwork, instead, returning to the Provider with actions to complete before the paperwork is reviewed again. Once the paperwork has been fully verified and countersigned, the Provider can submit the Learner applications directly to Lantra for registration.

A Provider can be granted full or partial Direct Claim Status once they have demonstrated to the External Quality Assurer and Lantra that they require no further support with processing Learner applications.

The 8 and 3 rule
For new Providers, as part of the quality assurance verification checks, the Provider is expected to submit no more than 8 training courses and 3 logbooks to be externally verified. If the Provider submits more than stated, they will be charged for the additional work. Refer to Lantra's Service Level Fees for more information.
If a Provider only delivers assessments, then they will only need to adhere to the 3 logbook rule and likewise if they only deliver training, only 8 training course rule.

Important Note
Providers can lose their Direct Claim Status on all or part of the provision they deliver if a non-compliant issue is discovered by the External Quality Assurer or by Lantra. Lantra must ensure that the NHSS standard is always being delivered and will support Providers in achieving this standard.

4.3 Quality assurance audits

As part of the membership fee every Provider will receive two annual audit visits. The purpose of which is to ensure the Provider is working to the requirements of the NHSS and Lantra standard. It is mandatory that the Provider manager and the Lead Internal Quality Assurer is present for both audits.

Lantra implements a system of development points and sanctions should any non-compliant issues be identified.

Audits can generate the following points:
- **Sanction** - the criteria has not been met and the Provider will need to implement a new system, process or policy. Sanction points are tracked by Lantra and must be resolved. Failure to complete a sanction point can escalate the level of the sanction and possibly result in suspension and in extreme cases membership revoked.
- **Development Point**- the criteria have been partially met; however, the Provider needs to further emphasise their system, process or policy to fully meet the criteria. Development points are only logged. If a Development Point remains unresolved then this will be escalated to a Sanction Point.
- **Recommendation** – the auditor may identity an alternative method or system to aid the Provider. The Provider has the option to adopt their systems or continue as they were.
- **Note of good practice** – the Auditor highlights good working practices at the Provider. The Provider is commended on good working practices.

The two annual audits are as follows:

Systems, processes and policies
The systems, processes and policies audit will be completed by either a Lantra representative or technical expert on behalf of Lantra. The audit is focused on how the Provider has set up its systems with dealing with Learners and how it tracks and traces the Learner progression. It is Lantra's position to ensure that every Provider has systems, processes and policies in place to ensure that the Learner is not disadvantaged and understands their rights while gaining a new skill.

Lantra will contact the Provider directly to organise a date to complete this activity. The Provider can cancel visits, however if the visit is cancelled on the day the Training Provider will be charged the normal rate for an External Quality Assurer activity for the late cancellation. Refer to Lantra's Service Level Fees for more information.

Technical visit
This audit will be conducted by a technical expert representing Lantra. The audit is set to sample paperwork for training and assessment as well as a review of internal quality assurance.

The technical visit can also be paired with one or multiple activities listed below:
- Attend a standardisation meeting as a Lantra representative
- Observe either a partial or full NHSS delivery by an Instructor/Assessor
  (This activity is for monitoring purposes only)

4.4   Arranging additional External Quality Assurer activity

Once a Provider has gained approval with Lantra the Provider Manager will be able to request additional External Quality Assurer activity. The types of activity Providers can request could be:
- Distance Monitoring of paperwork
- An additional centre visits
- An observation of a new skill for a new or existing Instructor or Assessor

Please refer to Lantra's service level fees for the cost of requesting the activity.

Who can request the activity?
When the Provider wants to request an External Quality Assurer, they must contact Lantra for approval of additional activity. The nominated Provider Manager is primarily the person responsible for confirming additional activity with Lantra. The nominated Provider Administrator, with permission from the Provider Manager, can also request activity. Lantra will not accept requests from third parties.

Which External Quality Assurer will be used for the activity?
Each Provider is allocated an External Quality Assurer for the membership year. Lantra will in most cases look to utilise this person to complete additional activity, however, this does not necessarily mean that person will be used exclusively. If the allocated External Quality Assurer is not available or it is not cost effective, then Lantra will look to use another External Quality Assurer to complete the activity.

Skills observations
When a Training Provider wants to organise a new or existing Instructor or Assessor to gain approval for a new skill, they can request this by applying to Lantra. The process detailed in chapter 3 must be completed. If the correct procedure has not been followed the request for a skills observation will be declined.

When an External Quality Assurer completes a skills observation, they will feedback to the applicant their recommendations. A report of the activity will be sent to Lantra who take a record of the observation report and feedback to the Training Provider with the outcome of the observation. This will be sent to the Training Provider Manager.

Failed skills observation
If the applicant Instructor / Assessor is not successful with the skills observation, the External Quality Assurer will provide feedback on the day to the applicant and an action plan will be documented on the observation report form. Lantra will provide the Provider Manager with a copy of the observation report for their records.

Once the action points documented in observation report form has been met the applicant will be eligible to be observed once more.

Cancellation of External Quality Assurer activity
Lantra endeavour to run activities as planned. However, if Lantra needs to cancel the activity the Provider will receive a full refund or the activity rebooked at no additional cost.

Lantra will not reimburse for any loss of earnings or expenses this cancellation may entail.

If the Provider cancels the planned activity within 20 working days than 50% of the cost will be charged, if cancelled within 5 working days then the Provider will be charged the full amount.

4.5   Lantra Promotion

As a Lantra Approved Training Provider, we actively encourage you to promote your position across all communication channels including websites, marketing materials, stationery etc.

We have developed a 'Lantra Awards Approved' logo in both colour and black & white for you to use where appropriate.

Obviously, we'd like to think you're going to be a Lantra Approved Provider for many years to come however, in the unlikely event that you do decide to cancel your membership, all references to your position as a Lantra Awards Approved Provider and the logo will need to be removed.

If you wish to include any additional text to accompany our logo then we would suggest the following –

As an Approved Lantra Provider, we are delighted to be able to offer a range of their market leading training courses, specifically designed to meet the needs of our industry.

4.6   Quartzweb

As an approved Lantra Training Provider you will be allocated a user account to Quartzweb. As a Quartzweb user, you will be able to book a course and register Learners, check your invoicing backup paperwork and review Learner data. You can also access Lantra documents and forms from Quartzweb enabling you to gain the information you need and when you need it.

Upon approval with Lantra, you will automatically be provided a login and password. If you forget your password, you can use the system to reset.

Important Note
Presently you can only register courses and Learners on non-NHSS courses.

4.7   Lantra Standard setting Events / Industry Forum Meetings

Throughout the membership year, Lantra will hold standardisation meetings, industry forum meetings and workshop sessions. Certain events will be mandatory for Instructors/Assessors or Provider managers to attend and others will be optional. It is important to review the notification received by Lantra regarding the event to see what the expectation on the Provider. Please refer to the terms and conditions with regards to the Providers obligations.

5. Delivery of Training Courses and Assessments

Every Provider must ensure that all learners meet the criteria for attending training and assessment. Providers are required to screen Learner suitability prior to undertaking any training or assessment. It is the Provider's responsibility to inform Learners of the aims, objectives, course/assessment duration and rules of registration.

The Provider must ensure every Learner fully understands the requirements of the NHSS and Lantra requirements prior to undertaking training or assessment.

When Lantra receives paperwork, any errors will be communicated back to the Provider. If the error is not immediately corrected, Lantra will not register the application and it will be returned to the Provider to rectify. If the Provider consecutively submits paperwork which is non-compliant, the Lantra Quality team will open an investigation and will apply the appropriate, sanction, removal of DCS or suspension of membership.

5.1 Training Materials & Lantra Forms

Upon approval, the Provider will be issued with training materials, forms and guidance documentation to support delivery of the provision. It is the responsibility of the Provider Manager to secure these files and limit access to qualified Instructors, Assessors and Internal Quality Assurer/s.

Important Note
Training materials are not to be used for any other purpose other than Lantra delivery. Providers are not permitted to change, remove or issue materials to third parties. Lantra training materials will be password protected preventing them from being modified.
When Lantra update training materials, forms and guidance documentation these will be re-issued to Provider Managers. When training materials are re-issued a Version Control Statement will also be present for the Providers to review so you will know you have the latest documents on file.
https://www.lantra.co.uk/training-providers

Additional Learner documentation
For the Provider to be able to deliver courses and assessments, it will be necessary for the Provider to use registration pads and Logbooks, these can be purchased from Lantra on request.
To purchase these products, the Provider will need to engage with Lantra's Operations team. For confirmation of the prices, please refer to Lantra service fees list.

Only Provider Managers or Admin can purchase registration pads and Logbooks. Lantra does not make available this service to Instructors/Assessors or third parties.

Registration Pads
Registration pads are used to document the Learners progression and as part of the submission application for registration with Lantra. The registration pads can also be referred to as the Tri-Part sheets because of the number of pages supplied per Learner. The White copy must be sent into Lantra for registration, the Blue copy must be retained by the Provider for your records and the Yellow copy is given to the Learner on the day of the course/assessment. There are three types of registration pad, please see below: -
- Registration Pad QF251 (Blue front cover)
  For registering Leaners who attend and successfully complete training course under Sector Schemes 12AB, 12C and 12D.
- Registration Pad QF249 (Yellow front cover)
  For registering Learners who successfully complete all assessment modules under Sector Schemes 12AB, 12C and 12D.
- Registration Pad QF263 (Green front cover)
  For registering Learner details who attend and successfully complete training course under Sector Schemes 10B.

Logbooks

Logbooks are used for assessing the technical competency of the Learner in both Live and Non-Live environments. The Assessor must always sign off the Logbook completion date as the last live assessment in the Logbook. When submitting assessment submissions to Lantra you do not need to submit the entire Logbook, instead there are three core pages which must be submitted along with the application. The front page of the Logbook, where it lists the Learners name and Logbook number. The Candidate Details page, where the Learner details are recorded, also documents when training was completed prior to assessment.

It is important to note that from the training date the Learner has exactly 2 years to complete the module within the Logbook. If the 2 years is exceeded the Learner will be required to re-sit the training course again before the assessment can be accepted.

The final section of the Logbook required for the submission is the Matrix page/s, listing all assessments dates where the Learners has met the approval criteria. All information submitted to Lantra must be accurately completed, any mistakes identified will result in a rejected application and a request for an internal quality assurance report from the Provider.

There are three types of Logbooks: -
- 12AB Logbook
- 12C Logbook
- 12D logbook

Only approved and registered Assessors can submit evidence in a NHSS 12 logbook.

Test Papers

All training materials include an end of course exam. The test papers must be marked by the Instructor on the day of the course with the result being issued to the Learners on the day. 12B LTMO, 12A Foreman and 12A TSCO are the except to this rule as they are required to be secondary marked by Lantra prior to the result being issued to the Learner.

12A Foreman / 12B LTMO / 12AB TSCO Test Papers

Instructors delivering these courses must mark the test paper and complete all paperwork as normal, then issue Lantra the original test papers for secondary marking. It is vital the Provider take copies of these test papers prior to issuing to Lantra as back up. The course paperwork is not required at this stage, just the test papers. All test papers issued to Lantra must be sent recorded delivery. Upon receipt, the test papers will be submitted to the secondary marker. All test papers must be submitted to Lantra regardless of the initial mark. Lantra will not send test papers with an initial mark of 60% and lower for secondary marking unless the Provider has requested. Only test papers submitted for secondary marking will be chargeable to the Provider, please see Lantra's service level fees for more information.

Once Lantra has received the secondary result, this will be forward electronically to the Provider. Lantra will not provide this information to third parties. Using the marking grid Lantra will take both markers results and an average score will be awarded to the Learner.

It is the Providers responsibility to inform the Learner of the final result. If the Learner contacts Lantra directly for the test result Lantra will not provide this information, instead the Learner will be directed to the Provider for the result. Once the Provider is informed of the results, they are required to submit the Learner applications for registration.

The original test papers will be retained by Lantra and stored in compliance with the scheme rules. This process covers the Providers internal Quality assurance verification of these courses.

Portfolio Sheets

Providers can now access NHSS course information directly from the Lantra website. By entering in the skill, you want to learn more about, it will come up with the portfolio information and you can download a copy for your records. Lantra will have the latest information stored on the website. If you hold any copies yourself, please check the website to ensure you have the latest copy. The portfolio sheet contains information about duration, ratio, aims and objectives.
https://www.lantra.co.uk/

Administration

Delivering training and assessment for Lantra has a specific administration submission process underpinned by the NHSS rules of combination. Each training course and assessment must satisfy the specific requirements to be successful submitted and registered with Lantra. See chapter 5.2 for specific examples.

Important Note

Providers must notify Lantra of all training and assessment they deliver using form 7, this must be e-mailed to the Lantra operations Team prior to delivery. A copy of form 7 will be issued to the Provider Manager and part of the approval pack.

Providers who do not notify Lantra in advance may have the training/assessment rejected.
If the Provider submits a form 7 and then the training course or assessment is then cancelled, the Provider must submit notification to Lantra informing of the change.
Sector.Schemes@Lantra.co.uk

5.2   Paperwork Process for Submission

The following tables demonstrate which documents are required for registration and how to organise your submissions. When making a submission, it will be important to reference the rules of combination to ensure the candidates have met the appropriate criteria.

TTMBC
12AB General Operative Training Course
12D T1/T2/T3/T4/T5/M6/M7 Training Courses

Document	Additional Information	Submit to Lantra
Attendance Sheet	Form 9	Yes
Registration Pad	QF251 (Blue cover)	Yes - white sheet only
Training Materials	See latest version	No
Candidate Photograph	Passport quality	Yes

Impact Protection Vehicle (IPV) Course/Assessment

Document	Additional Information	Submit to Lantra
Attendance Sheet	Form 9	Yes
Registration Pad	QF251 (Blue cover)	Yes - white sheet only
Assessment Plan	Assessment details	Yes
Training Materials	See latest version	No
Candidate Photograph	Passport quality	Yes

12AB General Operative Assessment
12C Operative & Supervisor Assessment
12D M1/M2/M3/M4/M5 Assessments

Document	Additional Information	Submit to Lantra
Attendance Sheet	Form 9	Yes
Logbook	Learners evidence	No
Logbook Front Page	Learner name & Logbook No.	Yes
Candidate Page	Learner details	Yes
Matrix	Units dated and signed off	Yes
Registration Pad	QF249 (Yellow cover)	Yes - white sheet only
Candidate Photograph	Passport quality	Yes

12A Foreman Training Course
12AB Traffic Safety Control Officer (TSCO) Training Course
12B Lead Traffic Management Operative (LTMO) Training Course

Document	Additional Information	Submit to Lantra
Attendance Sheet	Form 9	Yes
Registration Pad	QF251 (Blue cover)	Yes
Training Materials	See latest version	Yes - original test paper
Candidate Photograph	Passport quality	Yes

12C Operative / Supervisor Training Course

Document	Additional Information	Submit to Lantra
Attendance Sheet	Form 16	Yes
Registration Pad	QF251 (Blue cover)	Yes - white sheet only
Training Materials	See latest version	No
Candidate Photograph	Passport quality	Yes

10B Training Courses

Document	Additional Information	Submit to Lantra
Attendance Sheet	Form 9a	Yes
Registration Pad	QF263 (Green cover)	Yes - white sheet only
Training Materials	See latest version	No
Candidate Photograph	Passport quality	Yes

5.3   Rules of Combination

Providers, Instructors and Assessors are required to have an excellent working knowledge on the NHSS rules of combination. If a course or assessment is recommended which is not suitable for the Learner, the application will not be registered by Lantra and rejected. The Provider will be responsible for correcting the error and offering the Learner the correct provision. Repeated errors will lead to the Provider losing Direct Claim Status and potentially suspension of membership.

To aid in understanding the rules of combination the following pages have each course and assessment mapped out with prerequisites and variations. If new to the NHSS rules, it is advisable to refer to the tables when reviewing the Learner's training requirements and requests.

The NHSS rules of combination does and will continue to change over the years and it is vital to keep up to date with the latest information and decisions by Lantra and the relevant NHSS Committee.

Important Note
- all completed training paperwork must be submitted to Lantra within 2 months and assessment paperwork within 6 months.

    - any paperwork that cannot be supplied to Lantra within the stated time frame must be communicated to Lantra immediately, please note, late submissions can and may be rejected by Lantra.

    - any paperwork submitted to Lantra outside of the specified time period must be supplied with an Internal Quality Assurer report.

- all Learner certificates and/or cards are recorded by the Training Provider upon receipt and when dispatched to the Learner/Client.

Appeals
If you disagree or feel a rule of combination does not work as you would expect, you are able to appeal directly to the appropriate NHSS committee.

To submit an appeal, you need to use the J2 from the appropriate NHSS Document. The documents can be located on the United Kingdom Accreditation Service website.
https://www.ukas.com/

Post to:

NHSS & Highways Team
Lantra House
Stoneleigh Park
Coventry
CV8 2LG

E-mail to:
NHSS-Highways@Lantra.co.uk

NHSS 10 & 12 Rules of Combination Table

Course/Assessment	Prerequisites	Governing Rule	End Result
12 TTMBC Course	None	All new entrants for 12ABCD who do not hold an exist or valid skills. Skill is valid for 6 months and classified as "Trainee"	• New or updated NHSS 12 One Smart card • A certificate of training (optional)
12AB General Operative Course	Must hold a TTMBC certificate for 3 months before sitting this course or a 12ABCD skill which has been held for 3 months or longer	Training only is valid for 2 years and classified as "Trainee" When delivered to renew a valid assessment the skill is valid for 5 years and classified as "Skilled worker"	• New or updated NHSS 12 One Smart card • A certificate of training (optional)
12AB General Operative Assessment	Must hold a valid 12AB General Operative "Trainee" skill or higher	Assessment is valid for 5 years and classified as "Skilled worker"	• New or updated NHSS 12 One Smart card
12B LTMO Course	Must hold a valid 12AB "Skilled worker" skill or higher	Training updates 12AB General Operative status for an additional 5 years, classified as "Supervisor" 12B LTMO skill does not renew 12A Foreman	• New or updated NHSS 12 One Smart card • A certificate of training (optional)
12A Foreman Course	Must hold a valid 12B LTMO "Supervisor" or 12A Foreman skill	The Foreman skill combined with a valid 12AB assessment is valid for 5 years, classified as "Supervisor" The Foreman skill with no assessment will only generate a certificate valid for 2 years.	• New or updated NHSS 12 One Smart card • A certificate of training (optional)
12A TSCO Course	Must hold a valid 12AB "Supervisor" skill	To apply for the TSCO card the Learner must complete 1. 12A Foreman course 2. 12A TSCO course 3. 3-day first aid 4. a Health and Safety certificate Skill is classified as "AQP"	• A certificate of training • New or updated NHSS 12 One Smart card upon successful submission. Full criteria for TSCO card application are located on the application form.

Course/Assessment	Prerequisites	Governing Rule	End Result
12 IPV Non-Live Lanes	Must hold a TTMBC certificate before sitting this course	Training produces a non-live lanes IPV skill, classified "Skilled worker"	• New or updated NHSS 12 One Smart card
12 IPV Live Lanes	Must hold a valid IPV skill and at least a 12AB General Operative "Trainee" skill or higher	Produces IPV Live & Non-Live Lanes skill, classified "Skilled worker"	• New or updated NHSS 12 One Smart card
12 IPV SVW Escort Vehicle	Must hold a valid 12D M1 "Labourer" skill or higher	Produces an IPV SVW Escort Vehicle skill, classified as "Skilled worker"	• New or updated NHSS 12 One Smart card
12 IPV Static TTM for low-speed dual carriageways	Must hold a valid 12D M3 "Skilled worker" skill or higher	Produces an IPV Static TTM for low-speed dual carriageways skill, classified as "Skilled worker"	• New or updated NHSS 12 One Smart card
12C Operative Course	Must hold a valid TTMBC skill or a 12ABCD "Trainee" skill or higher	Training only is valid for 2 years and classified as "Trainee" When delivered to renew a valid assessment the skill is valid for 5 years and classified as "Skilled worker"	• New or updated NHSS 12 One Smart card • A certificate of Training (optional)
12C Operative Assessment	Must hold a valid 12C Operative "Trainee" skill or higher	Assessment is valid for 5 years and classified as "Skilled worker"	• New or updated NHSS 12 One Smart card
12C Planning Officer	Hold a 12C Supervisor "Supervisor" skill	Must apply directly to Lantra to have skill added to Learner Skill is classified as "AQP"	• New or updated NHSS 12 One Smart card
12C Supervisor Course	Must hold a valid 12C Operative "Skilled worker" skill or higher	Training only is valid for 2 years and classified as "Trainee" When delivered to renew a valid assessment the skill is valid for 5 years and classified as "Supervisor"	• New or updated NHSS 12 One Smart card • A certificate of Training (optional)

Course/Assessment	Prerequisites	Governing Rule	End Result
12D M1 Moving Works Operative (MWO)	Must hold a valid TTMBC skill or a 12ABCD "Trainee" skill or higher	A 12D M1 MWO skill is valid for 5 years and classified as "Labourer"	• New or updated NHSS 12 One Smart card
12D T2 Traffic Management Operative Course	Must hold a valid 12D M1 "Labourer" skill	The T2 skill updates the 12D M1 and provides a 12D T1/T2 skill classified as "Trainee" valid for 2 years.	• New or updated NHSS 12 One Smart card • A certificate of Training (optional)
12D T1/T2 Traffic Management Operative Course	Must hold a valid TTMBC skill or a 12ABCD "Trainee" skill or higher	Training only is valid for 2 years and classified as "Trainee" When delivered to renew a valid assessment the skill is valid for 5 years and classified as "Skilled worker"	• New or updated NHSS 12 One Smart card • A certificate of Training (optional)
12D M2 Assessment	Must hold at least a valid 12D "Trainee" skill or higher	Assessment is valid for 5 years and classified as "Skilled worker"	• New or updated NHSS 12 One Smart card
12D T3 Dual Carriageways 12D T4 Convoy Works 12D T5 Multi-Phase Traffic Signals Courses	Must hold at least a valid 12D T1/T2 "Trainee" skill or higher	Training only is valid for 2 years and classified as "Trainee" When delivered to renew a valid assessment the skill is valid for 5 years and classified as "Skilled worker"	• New or updated NHSS 12 One Smart card • A certificate of Training (optional)
12D M3 Assessment 12D M4 Assessment 12D M5 Assessment	Must hold a valid 12D M1/M2 "Skilled worker" skill and the appropriate training module or higher	Assessment is valid for 5 years and classified as "Skilled worker"	• New or updated NHSS 12 One Smart card
12D M6 Registered Lead Traffic Management Operative (RLTMO) Course	Must hold a valid 12D M1/M2 "Skilled worker" skill or higher	Skill is valid for 5 years and classified as "Supervisor"	• New or updated NHSS 12 One Smart card
12D M7 Client Officers & Managers Course	None	Skill is valid for 5 years and classified as an Academically Qualified Person "AQP"	• New or updated NHSS 12 One Smart card

Course/Assessment	Prerequisites	Governing Rule	End Result
12D M1 Refresher Test	Must hold a valid 12D M1 "Labourer" skill	The Learners 12D M1 skill must be valid to undertake this test. If the Learners skill has expired, they must undertake the 12D T1 course to renew the skill.	• New or updated NHSS 12 One Smart card
12D M2 Refresher Test	Must hold a valid 12D M1/M2 "Skilled worker" skill	The Learners 12D M2 skill must be valid to undertake this test. If the Learners skill has expired, they must undertake the 12D T2 course to renew the skill.	• New or updated NHSS 12 One Smart card
12D M3 Refresher Test	Must hold a valid 12D M3 "Skilled worker" skill	The Learners 12D M3 skill must be valid to undertake this test. If the Learners skill has expired, they must undertake the 12D T3 course to renew the skill.	• New or updated NHSS 12 One Smart card
12D M4 Refresher Test	Must hold a valid 12D M4 "Skilled worker" skill	The Learners 12D M4 skill must be valid to undertake this test. If the Learners skill has expired, they must undertake the 12D T4 course to renew the skill.	• New or updated NHSS 12 One Smart card
12D M6 Refresher Test	Must hold a valid 12D M6 "Supervisor" skill	The Learners 12D M6 skill must be valid to undertake this test. If the Learners skill has expired, they must undertake the 12D T6 course to renew the skill. If the Learner holds a valid 12D M1/M2/M3/M4, the M6 Refresher test will automatically update all of the stated skills.	• New or updated NHSS 12 One Smart card
10B Foundation Course	None	Skill is valid for 2 years	• A certificate of Training
10B Installer Course	Must hold a valid 10B Foundation skill or higher	Skill is valid for 5 years and is classified as "Skilled worker"	• New or updated FISS card
10B NPSBS **10B Proprietary Courses**	Must hold at least a valid 10B "Trainee" skill or higher	Skill is valid for 5 years and is classified as "Skilled worker"	• New or updated FISS card

5.4   Learner Photographs

Provider must ensure that all applications have a Learner photograph attached.   All photographs submitted to Lantra must clearly state the following "This is a true likeness of (name)" and dated. Lantra will also accept digital photographs which must clearly state the name of the Learner and their Lantra identity number. All digital photographs must be e-mailed to Sector.Schemes@Lantra.co.uk with a covering e-mail detailing the course details to correspond with the submitted paperwork.

Photograph Quality
The Provider should always submit passport quality and size photographs to include with the Learner's training or assessment paperwork.

Lantra can accept digital photographs if they are of the same quality and size as passport photographs. This can be in the form of a 'selfie' from the Learner however these must conform to the Lantra requirements for submitted photographs. Images should be in a .Jpeg format. iPhone users will need to convert their pictures to this format as we are unable to use those in the .heic format.

If the photograph is of a poor quality, Lantra will not accept and the application will be rejected.

Poor Quality can mean: -
- Creased, worn, old photographs.
- Damaged photographs.
- Writing on the photograph and Learner's face.
- The Learner not front facing.
- The Learner's face being partially or fully concealed, e.g. wearing sunglasses, hats or scarfs.
- Colour distortion of the photograph.
- Tiny photographs distorted when enlarged by Lantra.
- Black and white photograph.

Rejections
If the Learner's photograph is missing, or is of poor quality, Lantra will not register the Learner's course or assessment. The Processing team will then contact the Provider directly with a request to resolve. The Provider will have 5 working days from this request to submit a photograph of good quality, if this has not been actioned, then Lantra will return the paperwork to the Provider unregistered.

Important Note
It is the responsibility of the Provider to ensure that all Learners supply a photograph of their true likeness. The photograph must be used as proof of the identity of the Learner and supplied to Lantra for the skills registration card.

The Provider should either be supplied with a photograph of the Learner prior to any training or assessment as part of the screening process or ensure they take a photograph of the Learners for internal records and to supply to Lantra for the skills card registration.

5.5 Facilities and Resource requirements

Providers have the option to deliver training/assessment at their own premises or alternatively that of a client or customer address. Regardless of where the training or assessment takes place the facilities must meet the minimum requirements. Some sites will require prior approval, this is in the case of NHSS 10B or centre based assessments for NHSS 12D.

Risk Assessment
When delivering training, the Provider must ensure that a risk assessment form has been completed. All risk assessment forms must be presented at the annual audit, failure to comply can result in suspension of membership

Classroom Minimum requirements
The Provider must ensure the classroom meets the minimum criteria for a course to be delivered. If the facilities do not meet the expectations the Instructor must not deliver the course and seek an alternative location.

The room being used to deliver the training and end of course exam must:

- ✓ have appropriate heating, lighting, ventilation, a supply of electricity, protected from outside noise.
- ✓ have tables and chairs for every Learner.
- ✓ the Learner has access to paper, pens or calculators as required.
- ✓ have access to toilet facilities.
- ✓ have access to hot or cold drinks.
- ✓ have an ability to clearly display the training course to the Learners, be this via a projector or TV screen.

Exam Conditions
The Instructor must ensure that all exam conditions are at all times are maintained, if not, the exam must not take place.

- ✓ Learners must have at least 1 metre distance between them.
- ✓ exam papers must be presented to the Learner upside down and can only be accessed by all Learners upon the Instructor initiating the exam. The Instructor is required to ensure the security of the exam before, during and after the examination.
- ✓ Learners must be able to see a clock whilst undertaking the exam.
- ✓ No digital devices unless stated in the Instructor guidance notes are allowed during the exam.
- ✓ Learners are not permitted to talk during the exam, if they want to ask a question, they must raise their hand and speak with the Instructor only.
- ✓ Learners who complete the exam before the end of the stated time, must either leave the room as quietly as possible or remain seated in silence until the end of the stated time.
- ✓ The Instructor must remain in the room until all Learners have completed the exam.

If any Learners are in breach of the exam conditions they must be expelled with immediate effect. The Instructor must record on the attendance sheet and Learner registration form of the expulsion. The Instructor is responsible for contacting Lantra and the Provider Manager after the exam has concluded to report the incident.

5.6   Smartcards

As of 2017, Lantra launched the NHSS Smartcards, replacing the previous physically printed skill cards. The launch included both NHSS 10 and 12.
As of February 2019, a further update was implemented with NHSS 12 Smartcards as Lantra consolidated all NHSS 12ABCD skills onto a single Smartcard. This removed the need for skills to be divided by scheme or skill level, making it easier for Learners to manage and identify their skills. The NHSS 12 One Smartcard is valid for 10 years, reducing the need for multiple cards to be printed, this also reduces overall costs for industry.

The benefits of using Smartcards:-
  • Learner can check they skills using their desktop or smartphone app
  • Learners can share their skills electronically with site managers and employers
  • Reduction in the number of cards being issued per Learner
  • CSCS endorsement, combined the CSCS card into your NHSS
  • Online card checker can be used to verify skills without the need to physical scan a smartcard. Go to https://gosmart.co.uk/

All Lantra Smartcards come with a chip, this can be read by a downloadable app or via a desktop USB reader. To access the app, this will be located in the Play Store, Appstore or Microsoft under GoSmart, the app is free of charge to download.

To scan using the desktop, a USB reader will be required. To purchase a reader please visit the CSCS preferred supplier website.
https://www.gosmart.co.uk/
You can download a free of charge app from Googles Play Store or Apples App Store.

NHSS 12 One Smartcard

5.7   Gencarda Report

To compliment the new Lantra NHSS 12 One smartcard a new electronic report will be generated by Lantra, issued directly to Providers on successful registration of Learners applications. The Gencarda report is an electronic report which will show you a breakdown of what skills and CSCS level the Learner holds. The Gencarda report is a vital tool in effectively screening Learners for suitability of further courses/assessments and in identifying what end-product the Provider should be requesting from Lantra. The Provider is responsible for correctly identifying the correct end-product, please see chapter 5.8 for more details. The Gencarda report can be stored in the Providers electronic Learner files and easily shared with employers and Learners.

If the Provider does not have a Gencarda report on file, this can be requested from either the Learner or the Learners employer directly. If the Learner does not have a Gencarda report, this will either mean they are going through the process for the first time or transitioning from an older NHSS 12 card scheme.

An example of the Gencarda Report can be seen on Annex 8.

5.8 End-Product, Certificates, Cards and Card Updates NHSS 12ABCD

When a Learner has completed a course or an assessment you will submit an attendance form to Lantra to process the order. Selecting the appropriate end-product is vital in the registration process. If you select an option not applicable, this will be rejected. To help clarify, the below has been separated out to assist Providers when requesting the end-product.

Learner Attendance Form (extract)

	End Test %age		Result (P)ass or (F)ail	Tick appropriate product			
⟩re t 2	Test 1	Test 2		Cert	Card	Update	Add on
				£25.00	**£47.00**	**£40.00**	**£25.00**
				☐	☐	☐	☐
				☐	☐	☐	☐
				☐	☐	☐	☐
				☐	☐	☐	☐
				☐	☐	☐	☐

What are the fees? How do they apply to my applications?

Option 1 – Certificate of Training: £25.00 (+VAT)
The Certificate of Training is optional for most of our training courses, if you select this option, you will only receive a Certificate and your application will not generate or update an existing Smartcard.

Option 2 – New Card: £47.00 (+VAT)
For all new Learners or Learners transitioning from non-smartcards, Providers need to select the 'Card' option to generate their first NHSS ONE Smartcard. The NHSS 12 Smartcard is valid for 10 years, the Learner must check the skills card to verify the specific skill expiry dates.

Option 3 – Update Card: £40.00 (+VAT)
Once a Learner already holds a NHSS 12 Smartcard, the Provider can select this option to update the Learners skills. It will be vital to check the Learner does hold the NHSS Smartcard prior to selecting this option. If they do not, then the registration will be rejected.

Option 4 – Add-On: £25.00 (+VAT)
If the Provider is submitting multiple applications for the same Learner at the same time, then the Provider can select Add-On for each additional skill after the principle application has been selected as an Option 2 or 3 above

Important Note
Please refer to chapter 5.3 for specific courses/assessments and available end-products.

5.9   Online Course

Lantra launched NHSS 10B and 12ABCD Online training courses as of April 2020 to help Provider deliver training package. The course content and test remain identical to the packages delivered in person. These courses are a great way to ensure Learners maintain skills while at the same time reducing both the Instructor and Learner time and costs.
The courses are delivered under controlled conditions by the Instructor with a Proctored solution for the end of course test. The Proctor exam guarantees verification of the Learner undertaking the exam ensuring the quality assurance remains throughout the process.

How can I deliver online course?

To be able to deliver Online NHSS courses you must be an approved and current NHSS Training Provider with Lantra. You will also be required to submit the Online Course Test Registration form to enable you to book and deliver online courses on Lantra's Quartzweb system. You can request the form by e-mailing NHSS-Highways@Lantra.co.uk

Once you have completed the submission process you will be registered and enabled to book online courses through your Quartzweb account. To aid you in delivery, Lantra will issue you step-by-step guides showing you exactly how to use the system.

Lantra can monitor and include EQA's throughout the delivery of Online courses.

Is there any additional Costs to delivering online Courses?

To register your Provider account to deliver online course, there is no additional fee. There is an additional fee with registering Learners to undertake the Proctor exam. Once a Learner is registered to undertake an exam your Provider account will be charged for the service immediately. It is important that Learner details and email addresses are checked prior to registering as any mistakes will incur additional charges.

What courses are currently available for me to deliver online?

NHSS Course	Course Code
Temporary Traffic Management Basic Course (TTMBC)	**6344**
12D T1 Working on Single Carriageways	**6338**
12D T2 Working on Single Carriageways	**6339**
12D T3 Static Works Low Speed Dual Carriageway	**6340**
12D T4 Convoy Working	**6341**
12D T5 Multi Phase Traffic Signals	**6342**
12AB General Operative test	**6343**
12 Impact Protection Vehicle (refresher course only)	**6335**
10B Foundation course	**6334**
10B Installer course	**6337**
12D M1 Refresher course (test only)	**6347**
12D M2 Refresher course (test only)	**6348**
12D M3 Refresher course (test only)	**6349**
12D M4 Refresher course (test only)	**6350**

This list was accurate at the time of publication; this list is likely to increase over time. To stay current, refer to the Lantra website for the latest information.

5.10   Online Logbooks

Training Providers, Assessors, IQAs and EQAs now have access to Lantra's e-portfolio system which grants them the ability to upload evidence, track and trace Learners as they go through the process.

Lantra is looking to establish the online system to replace physical logbooks over a period of time, this must coincide with Industries uptake of the service. For the initial launch period both online and physical logbooks will be available to the Provider network to utilise.

<u>How can I access the e-portfolio system?</u>

Every NHSS 12 Provider will be able to access the e-portfolio system. there will no registration costs to access the system. To register to use e-portfolio please complete the "Online Logbook Registration" form, this must be e-mailed to <u>NHSS-Highways@Lantra.co.uk</u>

<u>Who has Access to the e-portfolio system?</u>

<u>Training Provider</u>
The Training Provider will be granted an account to order Logbooks, manage the Learner, Assessor and IQA activity. The Provider holds central control of all logbook activity against their account. The Provider account can monitor logbooks are the are worked on by the Assessor and IQA/EQA.

<u>Assessor</u>
The Assessor account will have logbooks allocated to them by the Provider. the Assessors role is to populate evidence in the Learners logbook until completed.

<u>IQA & EQA</u>
The IQA account will be allocated logbooks by the Provider. the IQA will be able to access and review the evidence populated, if there are issues within the logbook, the IQA has the ability to reject evidence, this will require the Assessor to work on the logbook again.

<u>How can I learn how to use the e-portfolio system?</u>

You will have access to a series of user guides, one for each type of user account using the e-portfolio system. the guides will break down the functionality of each section of the system, enabling the user to navigator and utilise the service.

Lantra will also offer the chance for people to attend work shops where you will be able to learn how to use the system with a tutor.
To apply for a E-portfolio workshop please e-mail <u>NHSS-Highways@Lantra.co.uk</u> for more details.

6.   Provider Membership Renewal

6.1   Membership Renewal

Lantra has an annual membership with all our Providers which begins on the 1st of April and runs to the 31st of March the following year. Lantra works with our network of Providers to renew membership in February prior to April to ensure all Providers have a smooth transition into the new membership year. Membership fees must be paid prior to 1st of April otherwise Lantra will not be able to renew the account.

Instructors and Assessors will also be required to renew their registration with Lantra in line with the annual membership. Instructors and Assessors can only renew their registration through a Provider and not directly with Lantra.

Instructors and Assessors are issued identity cards as part of the membership fee, these will be included with the Providers renewal pack.

Important Note
Instructors and Assessors must keep their skills current, if they have not delivered a course or assessment for 12 months, they will become classified as "dormant" in that skill. Refer to chapter 3.8 for more information.

Once a Provider has completed Membership Renewal with Lantra the following documents will be issued: -

- official Lantra Provider approval certificate.
- Instructor cards for all instructors registered to the Provider.
- Assessor cards for all assessors registered to the Provider.
- Lantra Provider documents.

Training Materials, application forms and supporting guidance will be issued to Providers on initial membership and then re-issued when they are updated. Providers are required to ensure they are always using the latest training materials and must refer to Lantra's Version Control statements. Version Control Statements are issued throughout the year directly to Providers, Lantra will also supply a copy on the website.
https://www.lantra.co.uk/training-providers

6.2   Membership Cancelled

Providers can cancel their membership with Lantra at any point during the year. If you would like to cancel your membership the Provider Manager will be required to officially notify Lantra as confirmation.
Alternatively, a Provider can also cancel their membership by not renewing the Provider paperwork by the 1st of April.

Once a Provider has notified Lantra of its intention to cease membership, Lantra will initiate a Provider Closure. See chapter 6.3 for more information.

If the Provider decides to cancel their membership with Lantra no refund option is available.

6.3   Provider Closure

When a Provider has decided to end membership with Lantra, the Provider will be reviewed in respect to their current Learners files, completed, partially completed or unregistered.

Lantra's priority is to ensure that no Learner will be disadvantaged by the Provider's decision to end their Membership and if there are any unregistered applications or uncompleted training/assessment paperwork Lantra will collect from the Provider so the Learner can continue their development.

The process for a closure will follow as below:

1. Provider notifies Lantra.
2. Lantra reviews Provider's position with Learner applications.
3. Lantra organises an External Quality Assurer to visit and collect outstanding paperwork and sign off training paperwork and/or logbook/s*.
4. Confirmation letter from Lantra to the Provider is issued.
5. Paperwork gathered, if any, will be held on file and made available to the Learner for them to continue their training/assessment.

*If the Provider has no outstanding applications and all paperwork is signed off an External Quality Assurer will not be dispatched, instead Lantra will proceed with sending a letter of closure confirmation.

7 Quality Assurance

This chapter is designed to provide information for Lantra approved National Highway Sector Schemes Providers and Internal Quality Assurers as to the Awarding Organisation quality assurance requirements.

This is to enable Providers to manage quality assurance of their systems, processes and registered Instructors/Assessors to deliver training and assessment on behalf of Lantra and NHSS.

7.1 Internal Verification Definition & Purpose

Internal verification is a method where a Provider can gain overall quality assurance through a process of internally evaluating the consistency of training and assessment evidence. The purpose being to ensure each Instructor and Assessor registered to the Provider is delivering to the standard stipulated by Lantra and NHSS.

Internal Quality Assurance should check whether:

- Relevant polices are in place – Polices should be reviewed annually to ensure they are relevant.
- Adequate systems and processes are in place that should be reviewed annually to ensure they are fit for purpose.
- Valid, authentic, current and sufficient (VACS) internal verification of training and assessment applications.
- Instructors/Assessors observed delivering training courses/assessment at least once per membership year. Report filed and the Instructor/Assessor updates their CPD (to be made available for the External Quality Assurer during audit visits).
- Instructors/Assessors attend Provider standardisation meetings to confirm they are using the latest version of training/assessment materials, industry information and understand the Providers systems, processes and policies.
- Action Points identified in standardisation meetings and/or through internal/external verification to be recorded, monitored and addressed.
- Effective preparation and presentation for external verification.
- Full accountability for all training and assessment applications processed through the Provider.

7.2 Criteria for Internal Quality Assurer

Every Provider must nominate a Lead Internal Quality Assurer with Lantra, this is a mandatory requirement and without a Lead Internal Quality Assurer nominated the Provider will not be permitted to delivery training or assessment. The role of the Lead Internal Quality Assurer is paramount to a Provider's overall quality assurance and links up to the External Quality Assurer and Lantra.

The Lead Internal Quality Assurer must be sufficiently knowledgeable about the training and assessment requirements of the NHSS standards so that they can verify applications and counter sign supporting evidence e.g. Logbooks, test papers and skill specific documentation. In some cases, a Provider will nominate an Instructor/Assessor as the Lead Internal Quality Assurer. This is acceptable; however, a second Internal Quality Assurer must be nominated with Lantra informed.

Internal Quality Assurers cannot verify and countersign their own training and/or assessment paperwork, this must be independently verified. There is no limit to the number of Internal

Quality Assurers registered with the Provider; the Lead Internal Quality Assurer must be a dedicated member of the Provider team and implement the Providers Quality Strategy.

As of 1st April 2015, all Internal Quality Assurers must hold or be working towards an IQA qualification (level 4) as a minimum requirement. If a Provider does not have a qualified Internal Quality Assurer in place, then the Provider will not be permitted to deliver training or assessment on behalf of Lantra and NHSS.

If the Internal Quality Assurer is identified as being inappropriate to implement the Providers verification, the External Quality Assurer will report this with supporting evidence to Lantra. Lantra will raise the Action Point with the Provider Manager for further training or request a new Internal Quality Assurer to be nominated.

7.3   The Role of a Lead Internal Quality Assurer

The role of a Lead Internal Quality Assurer is to ensure that:
   a) All training and assessment are appropriate, consistent, fair, transparent and does not unintentionally discriminate against Learners or give advantage to other Learners.
   b) All courses and assessments are valid, reliable and consistent.
   c) Instructors/Assessors receive on-going advice and support, for example, Lantra updates, rules of combinations and training material revisions.
   d) To evidence that all Instructors/Assessors are up to date with the latest standards:
      - Application administration.
      - Rules of combination.
      - Using the current training and assessment materials, workbooks, logbooks, registration pads.
      - Informed of Instructor/Assessor updates and industry information that would affect training and/or assessment.

7.4   The Practice of Internal Quality Assurance

Lead Internal Quality Assurers are responsible for:

- Internal quality checks on all training and assessment applications processed through the Provider, including supporting evidence.
- Identifying gaps in training that will help standardise all Instructors/Assessors.
- To be fully aware of the latest content of the NHSS documents and Lantra requirements.
- Produce and maintain the Provider's Quality Strategy.
- To be present during Lantra audit visits and to present evidence of quality assurance activity which accurately relates to the Quality Strategy.

An Internal Quality Assurer is responsible for checking training and assessment applications, including supporting evidence prior to submission to Lantra. The Internal Quality Assurer must sign off a sample application to ensure the evidence has been verified to the required standard. Each verified application must meet the latest Lantra and National Highway Sector Schemes document standard. If the Instructor/Assessor has not achieved the standard they must be notified and correct the application and/or supporting evidence. The purpose of internal verification is to identify gaps in standardisation and correct prior to submission. The Provider Manager is responsible for the standardisation of each registered Instructor/Assessor to ensure the latest requirements are met. The Internal Quality Assurer must record non-compliant issues, the action taken to address them and what preventative measures are put in place.

Lead Internal Quality Assurers must make themselves available for Lantra audit visits as they will need to demonstrate how a Providers Quality Strategy is being implemented with supporting evidence. It is important to note that the Internal Quality Assurer must have the authority to carry out their role effectively. For example, they will be responsible for recommending improvements or amendments to systems and for identifying standardisation gaps. The Internal Quality Assurer must have the full support of senior management as they will be essential to the success of the Provider's quality assurance.

7.5   The Quality Strategy

The nominated Lead Internal Quality Assurer must produce a Quality Strategy which relates to all the core activities listed below. The Lead Internal Quality Assurer must make sure the Quality Strategy is accurate and is maintained to continually reflect the quality assurance activity undertaken. There are 6 core activities the Provider's Quality Strategy must include and adhere to.

1. **Standardisation Meetings**
   The Provider must hold at least one standardisation meeting per membership year. The meeting must include points highlighted through all quality assurance activity undertaken. The Lead Internal Quality Assurer must ensure that every meeting has an agenda, the minutes of the meeting are recorded, an accurate record of who should be present and absentees, action points discussed and allocated, and that the information is circulated to all parties afterwards.
   The Standardisation meeting must include all Provider nominated roles, including registered Instructors/Assessors. If there are absentees, they must receive a copy of the minutes recorded including any action points discussed. Meetings are most commonly held face to face but can also be carried out via telephone or video conference. If the Provider has members regularly not attend Standardisation meetings the Provider must review the reasons and whether this is suitable with regards to commitment to the Provider Quality Strategy.

2. **Internal Observations**
   The Provider must complete at least one internal observation of each Instructor/Assessor registered with Lantra. The Lead Internal Quality Assurer will be able to select which NHSS skill they want observed, influenced by the sampling of that Instructor/Assessors paperwork and reviewing their CPD. It is important to note that Internal Quality Assurers can only observe a skill they themselves hold. If the Internal Quality Assurer does not hold the appropriate skill/s, then they can organise with Lantra for the External Quality Assurer to carry out this activity on their behalf. See chapter 4.4 for more information.
   Quality Assurers who carry out Internal Observations must document this activity in a report, the report must review the Instructor/Assessors performance, whether the criteria have been met, feedback given to Learners and company policies adhered to. If the Provider and Lead Internal Quality Assurer do not have a report for this activity, they can request from Lantra. see annex 5 and 6 for an example.

3. **Sampling Strategy**

The Provider must ensure there is a robust sampling strategy in place which is informed by the Risk Rating, CPD and Standardisation activity. The Provider must ensure the lead or additional IQA completes at least 10% of all work completed by the Instructor/Assessor. When the IQA completes verification, this must be recorded in a report template. Please see annex 1 & 2 for examples.

Where any errors, mistakes or omissions are identified this must be fed back to the Instructor/Assessor to correct and resolve.

The sampling strategy must clearly show the percentage of submissions the instructor/assessor is graded against and a history of how this has been conducted in Lantra audits. For an example of how to demonstrate this please see annex 3 & 4.

4. **Risk Rating**

Every Provider needs to have a system in place to effectively Risk Rate the registered Instructor/Assessor team. The Risk Rating will be influenced by the Lead Internal Quality Assurers review of Internal Observations, CPD and sampling of paperwork.

It is important the Provider clearly documents the process of Risk Rating, so Instructors/Assessors understand where they stand within the process. The rating should separate those who are both Instructors and Assessors. For an example of Risk Rating structures please see annex 3 and 4.

5. **Continual Professional Development (CPD) Review**

The Provider must maintain a CPD file for each registered Instructor and Assessor. The Lead Internal Quality Assurer must review the CPD at least once per membership year to ensure the Instructors/Assessors are maintaining their Lantra approved skills and industry knowledge, e.g. First Aid is up to date, last time they delivered a course/assessment, have they reviewed industry documentation/legislation. It is the Instructors/Assessors responsibility to regularly maintain their CPD and submit to the Lead Internal Quality Assurer. Refer to chapter 4.5 for an example and more information.

6. **Documentation Review**

The Quality Strategy needs to state who is responsible for reviewing the Provider's policies and process, and that these documents will be version controlled. This chapter will also need to include who is responsible for reviewing industry, Lantra and training material documentation, and how this is fed back into the Provider team via standardisation meetings.

7.6   External Quality Assurer

Allocation of EQA

Upon approval and renewal of membership Lantra will allocate you an External Quality Assurer (EQA). The allocation of the EQA will be based on location, schemes/products attached to your account and availability of the EQAs time. Although, Lantra will endeavour to keep your allocated EQA to your account for the membership year, we may have to change your EQA should there be a change to either your account or EQA's availability.

It is important to note, Providers cannot request a specific EQA to quality assure their centre or carry out additional assurance activity. The Provider must not contact EQA's directly to conduct assurance visits without prior approval from Lantra. If you wish to request EQA's service please refer to chapter 4.4.

As best practice Lantra will look to rotate allocated EQA's once every 3 years, however, in certain circumstances this may not be possible, due to the number of available EQA's, location and appropriate skills.   Lantra will notify the Provider Manager on renewal of membership to confirm whether you will have the same EQA or if there will be a change.

Request Change of EQA

Should the Provider wish to request a new EQA they must complete "form 15" and submit to their Lantra Account Manager. It is worth noting that Lantra retains the right to appoint EQAs to Provider accounts and unless your allocated EQA has breached terms and conditions Lantra will not reallocate.

7.7   Malpractice and Maladministration

The Lead Internal Quality Assurer must review all cases of suspected Malpractice and Maladministration, completing a report of the activity with outcome documented. The Lead Internal Quality Assurer must notify Lantra's Quality Assurance team of any suspected cases which Lantra will review and if required take over the investigation.

In some instances, Lantra may contact the Provider directly to discuss a suspected case of Malpractice or Maladministration which has been brought to the awarding organisation attention. In which case the Provider and Lead Internal Quality Assurer is expected to fully cooperate with the request to resolve the outstanding quality investigation. If a Provider has been found to be involved with Malpractice and/or Maladministration this can result in a sanction or in extreme cases removal of membership. If Lantra discover information which it deems illegal, then Lantra will contact the appropriate authorities for further action.

<u>Definition</u>
Malpractice may be defined as deliberate wrongdoing or misconduct. Maladministration may be defined as inefficient, poor or dishonest management or administration. This may or may not be deliberate. The two can overlap. The following list is not exhaustive but is intended to give examples of Malpractice / Maladministration within the context of training, assessment and certification.

- Failure to comply to specific regulations or restrictions in relation to an award, certificate or qualification.
- Contravention to Provider approval conditions.
- Failure in delivery of training or assessment to required specifications.
- Failure in complying with any internal quality assurance in accordance with the Awarding Organisation's requirements.
- Deliberate misuse of the Awarding Organisation's logos.
- Intentionally withholding information which is critical in maintaining quality assurance.
- Failing to maintain auditable records.
- Fraudulent claims for certificates and cards.
- Actions required by the Awarding Organisation and its EQAs not completed within agreed timescales.
- Not submitting Learner registrations in accordance with the Awarding Organisation's requirements.
- Restricting or denying access to required resources (premises, records, information, Learners, internal staff) by any authorised Awarding Organisation representative or any other regulator.
- Postponing EQA visits by more than six months.
- Failure to satisfactorily implement conditions of approval within stated timescales.
- Breaching the confidentially of training and assessment materials.
- Making unauthorised changes to training and assessment materials.
- Deliberately giving misleading information.
- Breaching the confidentiality of Learners and using information to discriminate.
- Failing to act in accordance with the conditions of approval as an Instructor, Assessor or Trainer.
- Forging of evidence sets.
- Plagiarism of any kind.

- Submitting false information to gain a proxy, qualification or an award regardless of whether certification or cards are issued.
- Failure in notifying the organisation of any medical condition(s) or special need(s) which might jeopardise the safety and health of themselves or other people.
- Selling, lending or misusing any issued training or qualification certificates and skills identity cards.
- Pretending to be someone else.
- Cheating during any assessment or test, controlled or otherwise.

Investigation Process

The following process must be adhered to when investigating suspected cases of Malpractice and/or Maladministration.

1. Document all the information gathered; information gathered must be factual.
2. All parties involved must be notified, Learner, Instructor/Assessor, administrative personnel and Lantra.
3. Gather evidence which supports or refutes the suspicion.
4. Review the information gathered with a clear outcome, including action points if required.
5. Close the investigation file, reporting findings to the appropriate parties involved.

Annexes:

Annex 1:	Sampling record for NHSS 12 Logbooks
Ref	Areas of Verification
01	Assessor observation records. (are they suitable and referenced back to the standards)?
02	Photographic evidence. (is this suitable and referenced back to the standards)?
03	Supporting evidence. (is this suitable and sufficient)?
04	Knowledge evidence. (has this been fully explored)?
05	Is the evidence supplied Valid, Authentic, Current & Sufficient?
06	Is the evidence supplied Consistent, Accurate & Realistic?
07	Is the evidence presented in a format that is easy to understand, follow and verify?
08	Is the evidence provided ready for registration?

Ref	Learner Name	Logbook Number	Award 12ABCD	Assessor	Areas of Verification (complete with Y/N/NA in each box)							
					01	02	03	04	05	06	07	08
A												
B												
C												
D												
E												
F												

Feedback and Action Points for the assessment events sampled	
A	
B	
C	
D	
E	
F	

Annex 2: Sampling record for NHSS 12 Training Events	
Ref	**Areas of Verification**
01	Is the register of attendance present, up to date and completed correctly?
02	Are evaluation sheets present, up to date and completed correctly?
03	Are signing off sheets (Blue Copies) present, up to date and completed correctly?
04	Has the maximum candidate/Instructor ratio been observed?
05	Has the Instructor used the current end of course test papers?
06	Have the test papers been marked correctly?
07	Is the evidence presented in a format that is easy to follow, understand and verify?
08	Is the evidence provided ready for registration?

Ref	Training Course Title	Training Course Date	Instructor	Areas of Verification (complete with Y/N/NA in each box)							
				01	02	03	04	05	06	07	08
A											
B											
C											
D											
E											
F											

Feedback and Action Points for the training events sampled	
A	
B	
C	
D	
E	
F	

Annex 3: Instructor Risk Rating & Sampling form		
Instructor Grade	**Rationale and Grading Descriptions**	**Verification Strategy**
Grade 1	Experienced Instructor with continuous practice in this award who is not experiencing problems	Verify minimum 10%
Grade 2	Experienced Instructor with either a break in this award or former Grade 1 Instructor experiencing difficulties with this award or former Grade 3 Instructor who has shown continuous development and consistency in this award	Verify minimum 25%
Grade 3	Experienced Instructor who is either new to this award or the Centre or former Grade 2 Instructor experiencing difficulties with this award or former Grade 4 Instructor who has shown continuous development and consistency in this award	Verify minimum 50%
Grade 4	Newly qualified Instructor or former Grade 3 Instructor experiencing difficulties with this award. Instructor returning after suspension from the Awarding Organisation.	Verify 100%

Instructor	Date of Grading and Grade							

Annex 4: Assessor Risk Rating & Sampling form		
Assessor Grade	**Rationale and Grading Descriptions**	**Verification Strategy**
Grade 1	Experienced Assessor with continuous practice in this award who is not experiencing problems	Verify minimum 10%
Grade 2	Experienced Assessor with either a break in this award or former Grade 1 Assessor experiencing difficulties with this award or former Grade 3 Assessor who has shown continuous development and consistency in this award	Verify minimum 25%
Grade 3	Experienced Assessor who is either new to this award or the Centre or former Grade 2 Assessor experiencing difficulties with this award or former Grade 4 Assessor who has shown continuous development and consistency in this award	Verify minimum 50%
Grade 4	Newly qualified Assessor or former Grade 3 Assessor experiencing difficulties with this award or former Grade 5 Assessor who has shown continuous development and consistency in this award	Verify minimum 75%
Grade 5	Trainee Assessor requiring counter signature on assessment decisions or former Grade 4 Assessor experiencing difficulties with this award. Assessor returning after suspension from Awarding Organisation	Verify 100%

Assessor Name	**Date of Grading and Grade**							

Annex 5:	Observation of an NHSS Instructor by an External Quality Assurer				

Purpose of observation		Approval		CPD	

Name of EQA	EQA Reg. Code

Venue		Date

Name of Applicant / Instructor & ID code	Registered Provider

Type of Training Course Observed	Number of Learners on the Course

Summary and Recommendations of EQA

Do you recommend that the Applicant / Instructor should be approved / has met the scheme requirements as an Instructor in the sector scheme observed? (Please delete as appropriate) If not please give specific reasons in the feedback section, referencing any notes taken where applicable.	**YES / NO**

Signed by EQA	Date

Signed by Applicant / Instructor	Date

COURSE NOTIFICATION &VENUE SUITABILITY	
Has Lantra been notified of the course as per scheme requirements?	YES / NO
Is the training venue suitable for the event?	YES / NO
Has a risk assessment been conducted for the venue and available to view?	YES / NO
Are the training aids and equipment adequate for delivery? If not, please give specific reasons in the feedback section.	YES / NO
Is the Instructor carrying/wearing their Instructor registration card?	YES / NO
Is the Instructor approved to conduct the training being delivered?	YES / NO
Is the number of Learners within the permitted maximum set by Lantra?	YES / NO
APPROVAL OBSERVATIONS ONLY	
Is the Instructor carrying/wearing appropriate identification?	YES / NO

PRESENTATION OF TRAINING EVENT			
Course Timings	Start	Finish	Comments
Sessions			
Break(s)			
Test(s)			
Does the Introduction include centre policies, course programme, reasonable adjustments etc? Is Instructor's time management of delivery appropriate?			

CONTENT OF TRAINING DELIVERY

Notes to EQA: Use this section to record if the Instructor has covered the subject material in accordance with NHSS and Lantra requirements. Notes of any omissions/inaccuracies should be recorded in this section so that Lantra can determine the suitability of the Instructor prior to issuing Instructor status.

ENGAGEMENT WITH AND FEEDBACK TO LEARNERS

This section should include whether there has been appropriate interaction with Learners, accurate information given, sufficient and up to date underpinning knowledge of the subject matter being delivered has been demonstrated

Additional course handouts & documentation issued to Learners (specify what was issued and its relevance, quality & suitability to the programme)

CONDUCTING TESTS AND SIGNING OFF COURSE DOCUMENTATION

Were the test papers in use the current version?	YES / NO
Did test conditions meet Lantra requirements?	YES / NO
Were Learners requiring reasonable adjustments adequately catered for?	YES / NO
Were test papers marked accurately?	YES / NO
Were Learners informed of their results immediately (if applicable)?	YES / NO
Was all course documentation completed and signed off correctly?	YES / NO
Were there any Learner complaints?	YES / NO

EQA FEEDBACK TO THE OBSERVED INSTRUCTOR

OBSERVED INSTRUCTOR FEEDBACK TO EQA
including any difficulties experienced with materials etc

Annex 6: Observation of an NHSS Assessor by an External Quality Assurer

Purpose of observation		Approval		CPD	

Name of EQA	EQA Reg. Code

Site		Date

Name of Applicant / Assessor & ID code	Registered Provider

Learners Under Assessment	Sector Scheme Assessed/Observed				
	12AB		12C		12D	
	Assessment Units Observed				

Summary and Recommendations of EQA

Do you recommend that the Applicant / Assessor should be approved / has met the scheme requirements as an Assessor in the sector scheme observed? (Please delete as appropriate) If not please give specific reasons in the feedback section, referencing any notes taken where applicable.	**YES / NO**

Signed by EQA	Date

Signed by Applicant / Assessor	Date

ASSESSMENT BRIEFING PROCESS	
Was the Learner greeted & put at ease?	YES / NO
Have Lantra been notified of the event as per the scheme requirements?	YES / NO
Is the Assessor carrying/wearing their Assessor registration card?	YES / NO
Is there access to a risk assessment?	YES / NO
Were the Learner's personal details confirmed?	YES / NO
Was any relevant experience discussed and evaluated?	YES / NO
Were centre policies covered?	YES / NO
Were any specific requirements & reasonable adjustments discussed?	YES / NO
Were relevant manuals, safe systems of work etc available?	YES / NO
Did the Assessor have the required assessment paperwork and pre-set questions?	YES / NO
Was the assessment process & documentation explained to the Learner?	YES / NO
Did the Assessor check and confirm Learner understanding?	YES / NO
Has an assessment plan been agreed?	YES / NO
APPROVAL OBSERVATIONS ONLY	
Is the Assessor carrying/wearing appropriate identification?	YES / NO
ASSESSMENT OF PRACTICAL SKILLS	
Did the Assessor & Learner wear appropriate PPE?	YES / NO
Does the Assessor have access to equipment for the assessment?	YES / NO
Did the Assessor remain unobtrusive during the assessment process?	YES / NO
Did the Assessor use additional questioning as appropriate?	YES / NO
Were the assessments conducted as per Lantra & NHSS requirements?	YES / NO

When making assessment decisions, were they cross reference to the national standards?	YES / NO
Is the evidence collected appropriate to assessment being undertaken and has been recorded correctly?	YES / NO
Are the Logbook/Logbook pages available and appropriate unites completed and signed off by the Assessor?	YES / NO
ASSESSMENT OF KNOWLEDGE	
Did the Assessor use the approved knowledge questions?	YES / NO
Did the Assessor rephrase questions to ensure understanding?	YES / NO
Was the Learner's knowledge accurately assessed?	YES / NO
Was the Learner's performance assessed accurately and correctly?	YES / NO
Did the Assessor record the Learner's answers in an appropriate manner?	YES / NO
Did the Assessor record all answers correctly?	YES / NO
Were the questions & knowledge check sheets marked correctly?	YES / NO
ASSESSMENT DECISION & FEEDBACK TO LEARNER	
Were performance, knowledge and understanding sufficiently explored?	YES / NO
Has a feedback session been conducted and recorded?	YES / NO
Was an action plan agreed between the Assessor and Learner?	YES / NO
Did the Assessor reach a decision?	YES / NO
Has the Learner been informed of the assessment decision?	YES / NO
Were there any Learner complaints?	YES / NO
Has the assessment decision been recorded?	YES / NO
Are the Logbook/Logbook pages available and appropriate units completed and signed off by the Assessor?	YES / NO
If this is a final live assessment has the QF249 registration sheet been completed?	YES / NO
Has the Learner and Assessor signed all the relevant paperwork?	YES / NO

EQA FEEDBACK TO THE OBSERVED ASSESSOR

ASSESSOR FEEDBACK TO THE EQA

Annex 7:

Acronym Summary

Acronym	Means
AO	Awarding Organisation
AQP	Academically Qualified Person
CPD	Continuous Professional Development
CPM	Continuous Professional Maintenance
CSCS	Construction Skills Certification Scheme
DCS	Direct Claim Status
EFAW	Emergency First Aid at Work
EQA	External Quality Assurer
FAIB	First Aid Industry Body
FAW	First Aid at Work
FISS	Fencing Industry Skills Scheme
IPV	Impact Protection Vehicle
IQA	Internal Quality Assurer
LTMO	Lead Traffic Management Operative
M	Module (Assessed)
MLC	Mobile Lane Closure
MWO	Moving Works Operative
NHSS	National Highway Sector Schemes
NPSBS	Non-Proprietary Safety Barrier System
OFQUAL	The Office of Qualifications and Examinations Regulation
PPE	Personal Protection Equipment
PPP	Processes, Procedures and Policies
RLTMO	Registered Lead Traffic Management Operative
RTMO	Registered Traffic Management Operative
ROC	Rules of Combination
RPL	Recognition of Prior Learning
SQA	Scottish Qualification Authority
SSE	Standard Setting Event
T	Training
TMF	Traffic Management Foreman
TMO	Traffic Management Operative
TSCO	Traffic Safety Control Officer
TTM	Temporary Traffic Management
TTMBC	Temporary Traffic Management Basic Course
TTT	Train the Trainer
UKAS	United Kingdom Accreditation Services
VACS	Valid, Authentic, Current, Sufficient
VRS	Vehicle Restraint Systems
AFI	Association of Fencing Industries
TO	Technical Officer
CITB	Construction Industry Training Board

Annex 8:

Sample Gencarda Report

CARD SUMMARY

Iam Sample | 765420
TTM

TRAFFIC MANAGEMENT CERTIFICATION SCHEME
Iam Sample
Reg: 765420
Expires End: August 2028
NHSS 12

Keep your skills current and your card with you at all times

To check your skills please scan the chip using GO SMART
www.gosmart.co.uk

Lantra retains the right to withdraw this card.
Lantra House, Stoneleigh Park, Coventry, Warwickshire, CV8 2LG
Telephone: 02476 696996 Email: sector.schemes@lantra.co.uk

Core Data

Issued To
Iam Sample

Issued By
Lantra

Scheme Number
765420

Card Type
NHSS 12

Issued Date
12-Sep-2018

Expiry Date
Aug 2028

Other Data

12D T5 (Trainee) (05-05-2020)
IPV Driver Live and Non-Live Lanes (Skilled Worker) (31-03-2021)
12A/B General Operative (Skilled Worker) (12-05-2022)
12C Operative (Trainee) (17-09-2019)
12C Planning Officer Non-Supervisor (AQP) (09-11-2022)
12C Supervisor (Trainee) (09-11-2019)
12D M7 Client Officer/Manager (AQP) (12-04-2021)
12D M1/M2 RTMO (Skilled Worker) (02-01-2023)
12B LTMO (Supervisor) (12-05-2022)

Gencarda
A Reference Point Solution

Annex 9:

Instructor/Assessor Skill Coverage

NHSS Skill	Type	Covers
12A Foreman	Training	• 12AB General Operative • 12B LTMO • TTMBC
12B LTMO	Training	• 12AB General Operative • TTMBC
12AB General Operative	Training	• TTMBC
12C Supervisor	Training/Assessment	• 12C Operative • TTMBC • IPV
12C Operative	Training	• TTMBC
12D T6	Training	• 12D T1/T2 • 12D T3/T4 • TTMBC
12D T1/T2	Training	• 12D T3/T4 • TTMBC
12D M2	Assessment	• 12D M2 • 12D M3 • 12D M4
10B Installer	Training	• 10B Foundation

Instructor/Assessor can maintain multiple skills by delivering one of the listed above. If the skill is not listed above it will not be covered by another.

Please refer to section 3.8 for Instructors/Assessors maintaining skills.