

## FAQs – Employer Account Holders

This FAQ document is intended to provide additional information after reading the '[At a Glance Guide – NS<sup>4</sup>P Overview](#)' and '[A Guide – Employer NS<sup>4</sup>P Accounts](#)'. Once you have an account there is online help to address specific user issues.

### 1. What are the technical requirements of the system?

The NS<sup>4</sup>P website is supported by the following operating systems and browsers:

- Operating systems – Windows XP (or later operating system) and Mac.
- Browsers – Microsoft Internet Explorer (IE) 10 (and later versions of IE), Google Chrome and Firefox.
- You need to enable JavaScript and pop-ups.

### 2. Can I use the system on my smartphone or tablet? Is it compatible with Macs?

The NS<sup>4</sup>P website is fully compatible with both Android and Apple operating systems and can be used on smartphones or tablets. In addition, we are currently developing an App, for both android and Apple use, which will allow a user to complete an assessment and upload it to the main system. This will be available by the end of 2014.

### 3. I am not a member of the National Skills Academy for Nuclear (NSAN): can I use the NS<sup>4</sup>P?

No, it's exclusively for member organisations. If you are not a member of the NSAN and would like to learn more please visit [www.nsan.co.uk](http://www.nsan.co.uk) or e-mail [enquiries@nsan.co.uk](mailto:enquiries@nsan.co.uk)

### 4. How safe is my data? Where is it stored?

The NS<sup>4</sup>P is designed to industry leading encryption standards and is hosted on secure servers. It was independently penetration tested in October 2014 prior to launch to ensure design integrity. Information is managed in accordance with the principles in ISO27001 as well as in accordance with Data Protection laws.

### 5. Who owns the system and the data in the system?

All material posted and hosted on the NS<sup>4</sup>P site, including the NS<sup>4</sup>P framework, name, and system is owned by the Skills Academy or its licensors, and is protected by law. The "NSA Nuclear logo" and "NS<sup>4</sup>P" logo are trademarks of the Skills Academy.

Any data that you upload to the system is owned by you, the employer.

Employers are required to accept a Service Level Agreement and a Privacy Policy, which detail how your data will be used.

### 6. Is the NS<sup>4</sup>P recognised across the whole of the UK?

Yes – The Nuclear Skills Passport is recognised across the whole of the UK nuclear sector and the NSAN employer led board has been the force behind its development.

## 7. Is NS<sup>4</sup>P a mandated system?

No. The NS<sup>4</sup>P is not a mandated requirement to work in the nuclear industry, however it is seen by some employers as highly desirable.

The Office for Nuclear Regulation (ONR) has released the following statement on the NS<sup>4</sup>P:

“The Office for Nuclear Regulation (ONR) has had oversight of the development of the principles of the NS<sup>4</sup>P and the development of the Competency Framework as an observer and considers the version completed at the end of October 2014 to be compatible with regulatory requirements.

ONR expect all Licensees to be responsible for the training and appointment of suitably qualified and experienced personnel and as an independent regulator does not endorse the use of any specific system.

ONR is however supportive of the work to promote a consistent and structured approach to competence assessment across the industry and welcome the incorporation of relevant good practice within the NS<sup>4</sup>P, which incorporates the Competence Framework and the competence assessment tool.

It is important that where licensees utilise the Competency Framework, that they do so in a considered way, to ensure that it is appropriate, and that it fully encompasses the organisation’s competence requirements including any context and organisation specific requirements.”

## 8. Which organisations use the NS<sup>4</sup>P?

The following organisations use the NS<sup>4</sup>P. From 31<sup>st</sup> October 2014 the system is available to Agency Supply Organisations and individuals.

### **Nuclear Employers**

- |                                   |                               |
|-----------------------------------|-------------------------------|
| ■ Aker Solutions                  | ■ K Home International        |
| ■ Amec                            | ■ Laboratory Impex Solutions  |
| ■ Argyll-Ruanne                   | ■ Magnox                      |
| ■ Atkins                          | ■ Mon Maintenance Services    |
| ■ BAM Nuttall                     | ■ NES Ltd                     |
| ■ Bendalls Engineering            | ■ NIS Ltd                     |
| ■ Boulting Group                  | ■ NDA                         |
| ■ Bourne Construction Engineering | ■ Nuclear Graduates           |
| ■ Cape                            | ■ Oxand                       |
| ■ Capula                          | ■ Pick Everard                |
| ■ Carillion                       | ■ Quadrant Security Group     |
| ■ Cavendish-Nuclear               | ■ RSRL                        |
| ■ Centronic                       | ■ Safety Critical             |
| ■ Corporate Risk Associates       | ■ Sellafield                  |
| ■ Costain                         | ■ Severlec Controls           |
| ■ Danny Sullivan Group            | ■ Swanbridge Hire Services    |
| ■ Darchem Engineering             | ■ Sir Robert McAlpine         |
| ■ Dawnus Construction             | ■ Springfields (Westinghouse) |
| ■ Downreay                        | ■ SR3C                        |
| ■ Energus                         | ■ Studsvik UK                 |

- |                                    |  |
|------------------------------------|--|
| ■ Energy Solutions EU              | ■ TATA Steel Projects                      |
| ■ Engineering Enterprise Solutions | ■ TIS Cumbria Ltd                          |
| ■ FK Construction                  | ■ URS Infrastructure and Environment       |
| ■ Gleeds                           | ■ VCG Group                                |
| ■ Graham Engineering               | ■ VVB Engineering Services                 |
| ■ Horizon Nuclear Power            | ■ Wallace Sheet Metal                      |
| ■ James Fisher Nuclear             | ■ William Hare                             |
| ■ Jones Bros                       | ■ YGC (Ymgynghoriaeth Gwynedd Consultancy) |

**Agency Supply Organisations**

- Matchtech

**9. Can I use the NS<sup>4</sup>P system to record my company in-house training as we do not have an HR/ training system in place?**

Yes – the NS<sup>4</sup>P is flexible and can record both training that aligns to industry standards and company in-house training where required. This can assist organisations in building up a SQEP portfolio for its employees.

**10. Can I upload data onto NS<sup>4</sup>P from our own management system?**

Yes. The Bulk Import function within the NS<sup>4</sup>P allows organisations to create new users, job roles, training courses and records in bulk, or update records for existing users using existing records. Guidance in the system will help you format your data correctly for the bulk import process.

**11. Can we integrate NS<sup>4</sup>P with our own company HR management system?**

Yes, integration options are available and depend on the direction of information flow required and whether data transfer is to happen automatically or under user control. Built into the NS<sup>4</sup>P is the functionality to bulk import data (see Q10) e.g. personal and training records can be imported from company HR management systems into NS<sup>4</sup>P. Other data integration options e.g. automated data call between systems are available but will incur a cost. Your Regional Manager will be able to discuss integration options in more detail.

**12. How can we tailor NS<sup>4</sup>P to our own needs?**

NS<sup>4</sup>P has been designed with flexibility in mind and can be used in full or in part, meaning that it can be customised to each organisation's requirements. Some examples of how it can be used are provided in A Guide – Employer Accounts. Within the 'set up and manage' function of the NS<sup>4</sup>P you will learn how to tailor the system to meet your requirements.

**13. Can security clearance records or dosimetry records be held in the NS<sup>4</sup>P?**

No.

#### **14. How has the Competence Framework been developed?**

The Competence Framework is the result of collaborative working across the industry. The competencies have been developed, in line with agreed principles, by a cross section of industry experts; after initially drafting these were tested more widely with industry before being finalised. By 31<sup>st</sup> October a number of competencies are available for immediate use in the Competency Framework with further competencies being developed over the next couple of years.

#### **15. What are the key differences between the NSP and NS<sup>4</sup>P?**

NS<sup>4</sup>P builds on the functionality in NSP, including:

- The industry agreed Competence Framework.
- A flexible and innovative tool to assess, record and verify individual competence.
- An improved process for bulk importing data from your own HR management system.
- Easy to use interfaces with mobile and tablet access.
- Access for Individuals and Agency Supply Organisations.

#### **16. What is an Individual Account Holder and can I view their Skills Passport record?**

The Individual Account is designed for people with ambitions to work in the nuclear industry or for those who are currently working in the sector as self-employed individuals or as agency supply workers. It is not available for employees of nuclear organisations.

By mutual consent, an Individual Account Holder can share their 'My Skills Passport' area of the NS<sup>4</sup>P. This allows an employer to review an individual's skills record and if training and qualification records are verified it removes/ reduces the need to prove attainment. If an individual commences work for you, you can manage their NS<sup>4</sup>P account e.g. you may choose to update their records for the duration of their contract and use it to assess, verify and record competence.

For more information about Individual Account Holders please visit [www.ns4p.co.uk](http://www.ns4p.co.uk)

#### **17. What technical support is available?**

NSAN operate a Help Desk service in conjunction with their IT system supplier; once logged in to your account you will be able to see help contact details.

#### **18. What implementation support is available?**

Support is available from the NSAN Regional Managers and NS<sup>4</sup>P System Manager. Your Regional Manager will be able to provide further information on this.

#### **19. What developments are planned for NS<sup>4</sup>P?**

The NS<sup>4</sup>P and Competence Framework are 'live' and will evolve. A programme for developing further competence groups in 2015 and 2016 has been agreed with the industry and will be funded by the NSAN. NSAN will continue to seek and review feedback on the system and use this to drive continuous improvement.

#### **20. How will NS<sup>4</sup>P be kept up to date?**

NSAN will maintain NS<sup>4</sup>P in a form compatible with the most current forms of browsers and operating system specifications. There will be no charge to members for this.

**21. What are the upfront and ongoing costs?**

NS<sup>4</sup>P is free to NSAN members as part of their membership package and there are no upfront or ongoing payments to NSAN for using the system.

There will be a cost to your business in terms of time and resources required to implement and use NS<sup>4</sup>P, however this may be off-set by the benefits of using the system for your organisation. In some cases there may also be some initial IT costs, depending upon the system integration options selected. Your Regional Manager will be able to provide guidance to support decision making and implementation.

**22. How long will records be kept for?**

An employee's NS<sup>4</sup>P record is archived if there has been no change or access to it within 5 years or where an employee ceases to be employed. If the record is not taken out of archive again within 5 years, then it will be permanently erased unless you notify NSAN in writing that you require your data to be retained for a longer period of time.

**23. What if I have a question which hasn't been answered elsewhere?**

We hope we have been able to answer most of your questions in the literature provided, but if after reading it you still have a question please e-mail us [ns4p@nsan.co.uk](mailto:ns4p@nsan.co.uk) and we'll get back to you.