

## FAQs – Individual 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 – Individual NS<sup>4</sup>P Accounts](#)'. Once you have an account there is online help to address specific user issues.

### 1. Why do you have to meet certain eligibility criteria to create an account?

The primary route to access the NS<sup>4</sup>P is through employers who have collaborated (and continue to do so) to set industry standards for excellence via this system. Employers determine if, how and when they wish to use the system for their employees and NS<sup>4</sup>P access is not allowed outside of this route for any employees.

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. The eligibility criteria are required to ensure that an individual uses the right route to access the NS<sup>4</sup>P.

The two routes to access the NS<sup>4</sup>P mean the industry has, for the first time, a secure online platform which is accessible by the whole sector.

### 2. Why is there an annual £40 fee for using the NS<sup>4</sup>P?

Employer organisations have access to the NS<sup>4</sup>P included in their National Skills Academy for Nuclear (NSAN) membership. Individuals are able to share the benefits of the NS<sup>4</sup>P system, an industry approved method of recording an individual's competence, training and qualification records for an annual fee. The £40 annual fee reflects the cost of providing access to and support for NS<sup>4</sup>P individual account holders. The concept of self-funded skills records is well established in other industries (e.g. construction CSCS, CCNSG/ACE cards) and across professional bodies (e.g. IMechE, NI, IChemE) and has now arrived for the nuclear industry.

### 3. What personal information do I have to provide in my account?

To create an account you are required to supply the following personal information:

- ☐ Surname and first name
- ☐ E-mail address
- ☐ National Insurance Number or equivalent national identifier
- ☐ Date of birth
- ☐ Gender

### 4. What personal information can I store in my Passport?

When you have created an account you can choose to add:

- ☐ Photograph
- ☐ CV
- ☐ Job title
- ☐ Qualifications and training records
- ☐ Evidence to support a competence self-assessment

### 5. Can my security clearance record and / or dosimetry record be held in my account?

No.

#### 6. What training and qualifications can I record on my Passport?

The NS<sup>4</sup>P can be used to record industry transferable training and qualifications across the whole of the skills pyramid (from entry level to apprenticeships, foundation degrees and above). It may be linked to nationally recognised qualifications or industry recognised training e.g. Triple Bar Induction Programme or may be specific to 'local' training that you have undertaken at a specific nuclear site and / or employer or as part of your continuous professional development.

#### 7. Who can see my data?

As an individual user you control who can see your records. Within your account you can assign (with prior permission) several organisations to view your Skills Passport Record and one organisation to manage your account. Your date of birth, gender and National Insurance number are not visible to anyone other than you.

#### 8. How is my data used?

The Privacy Policy and Basic User Terms and Conditions state how your data will be used. You are required to read and agree to these prior to an account being created. You can read these by clicking on the 'create a new account button'.

#### 9. Will my data be secure?

NS<sup>4</sup>P is designed to industry leading encryption standards and will be 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 principles in ISO27001 as well as in accordance with Data Protection laws.

#### 10. 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.

#### 11. 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.

#### 12. Do I have to have a NS<sup>4</sup>P account / Skills Passport Record to work in the nuclear industry?

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. Having an NS<sup>4</sup>P account does not guarantee employment in the nuclear industry.

#### 13. Will the NS<sup>4</sup>P be recognised across the whole of the UK?

Yes. The NS<sup>4</sup>P will be recognised across the whole of the UK nuclear sector and the NSAN employer led board has been the force behind its development.

#### 14. 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)
■ Dounreay	■ 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

#### 15. What happens to my account if I do not renew the NS<sup>4</sup>P annual fee?

Your account becomes inactive. This means it is not accessible to you nor anyone else whom you may have given permission to view or manage your account. It can be reactivated at a later date should you choose to pay the required fee.

**16. What happens if I change my mind after paying?**

The annual fee is non-refundable. If you change your mind after you have paid, your account will remain active for 1 year from your payment date. If you do not renew your membership your account becomes inactive. This means it is not accessible to you nor anyone else whom you may have given permission to view or manage your account. It can be reactivated at a later date should you choose to pay the required fee.

**17. How am I notified about renewing my account?**

The system will automatically remind you one month prior to your annual account expiry date that renewal is required. You will be able to renew your account online at any time once you are notified that payment is due.

**18. What happens to my account if I change employment status e.g. self - employed to an employee?**

The NS<sup>4</sup>P is designed to be transferable. If you change employment status and want to transfer your account to your new employer (if they use the NS<sup>4</sup>P) you will need to contact the NSAN System Manager by e-mail [ns4p@nsan.co.uk](mailto:ns4p@nsan.co.uk) and request that your account is 'archived'. Once you have commenced employment, the NS<sup>4</sup>P Employer Administrator of your new employer will retrieve your account and assign you as an employee account holder. You will not be required to pay an annual subscription.

If you have an NS<sup>4</sup>P account via your employer and you change employment status, your account can:

- Transfer between organisations who use the NS<sup>4</sup>P if you change between employers.
- Be accessed by you as an Individual Account Holder on payment of the annual fee if you move from an employer to become an individual 'contractor' i.e. self-employed, agency supply worker.

**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 competencies throughout 2015 and 2016 has been agreed with industry and will be funded by the National Skills Academy for Nuclear (NSAN). NSAN will continue to seek and review feedback on the system and use this to drive continuous improvement.

**20. 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.