

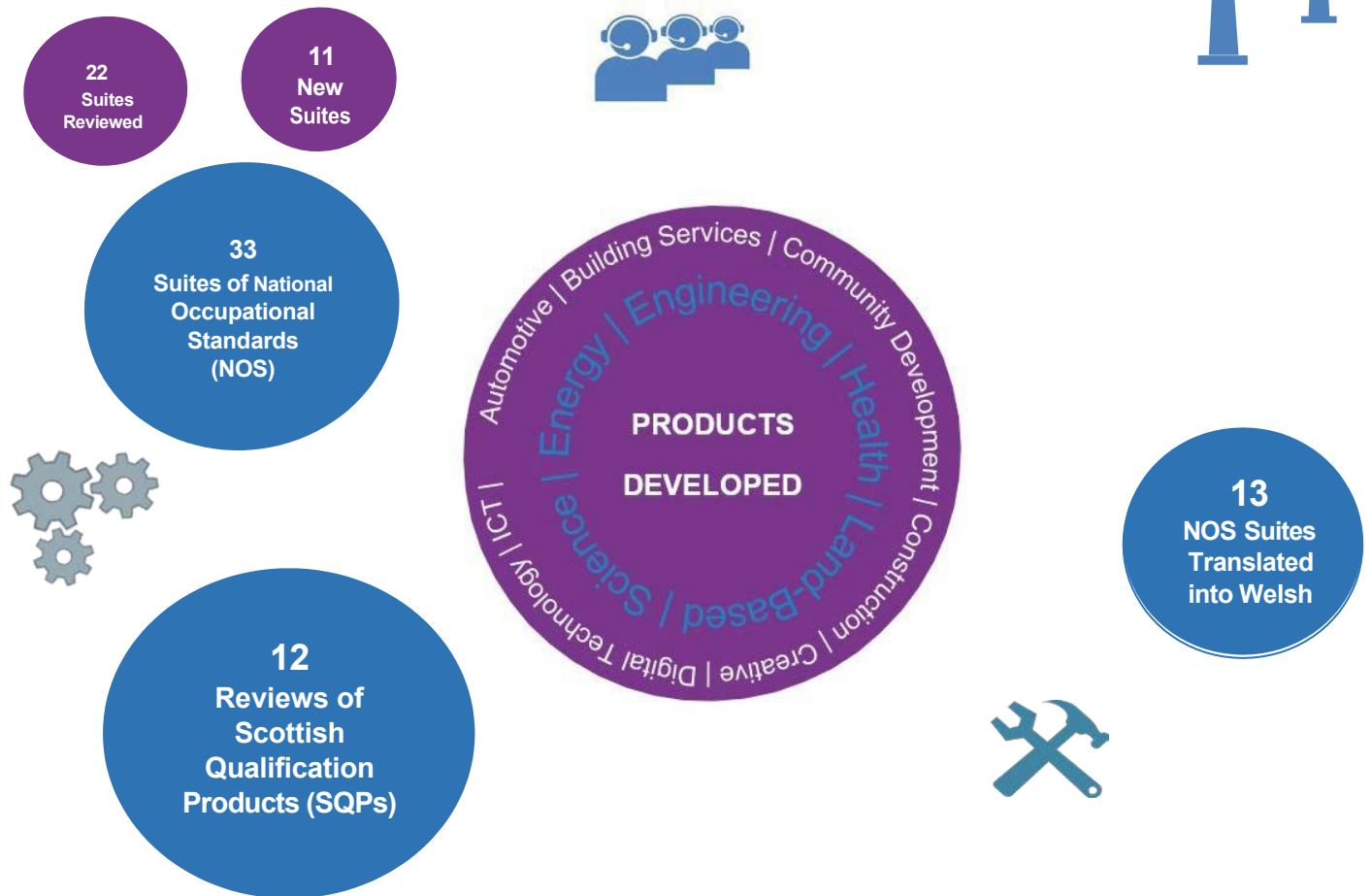


# ANNUAL REPORT 2024/2025



# Standards and Frameworks

## 2024 / 2025



232,957 sessions | 30,295 unique users

### Top 3 Searched Sectors

Civil Contingencies |  
Hairdressing & Barbering | Management and Leadership

## 1. INTRODUCTION

The National Occupational Standards Governance Group (NOSGG) launched the [new strategy](#) in autumn of 2022 and 2023/24 saw the work to advance the vision of a NOS system which has an employer centric approach, and which will support the transferability of skills through the identification of pan and multi-sector NOS continue.

Key to this are NOS that are built on trustworthy Labour Market Intelligence (LMI) which will ensure that NOS remains relevant, recognised, and accessible. The four key principles which underpin the strategy will ensure that NOS remain:

- **Responsive**-Being employer -centric and a UK-wide product with a focus on pan and multi sector NOS which enable the transfer of skills and mobility of labour.
- **Recognised**-through compelling communications, for their role and purpose in underpinning the UK skills systems and inclusive, presented in a way that allows for multiple access and different uses.
- **Relevant and Current**-reflecting new skills demands and aligned to other standards and qualifications architecture.
- **Robust**-having evidence of impact and usage and systems and processes which are accessible, agile and trusted.

Following publication of the NOS Strategy seven Key Priorities for action were identified. The NOSGG annual action plan is built upon these seven priorities. The following sections reflect upon achievements during 2024/25 and take a forward look to proposed activities during 2025/26.

### **Priority 1 - Refresh the NOS Database/website to improve accessibility and appropriate presentation of NOS products.**

In May 2023 we successfully transferred the NOS database to a new Microsoft platform. During 2024 we added features to improve the search and filtering functionality including downloading CSV files and the ability to compare up to three documents.

A phase two Programme of work during 2024 brought further improvements to functionality and performance on both the suppliers back-end project site and public web site enhancing the user experience and ease of use. Recent updates have included:

- Adding the 'Paste from Word' feature and better bullet and sub-bullet editing.
- Improvements to the NOS template. Expandable content boxes. Added functionality for bullet and sub-bullets. Easier alignment of text and bullets. Reinstating the ability to add/amend NOS suite titles.
- Ability to sort search results by date approved (newest or oldest)
- Improvement to the NOS finder with URN searcher and NOS title searcher, ability to search by year of approval has also been added.
- Ability to select multiple NOS to download and compare.
- Ability to save a NOS document while creating it and completing the rest of the NOS later.
- API to provide published English NOS Documents in JSON format.
- Implemented issues log on admin site of database
- Positive feedback received from users on enhancements

During 2024 we worked with suppliers to identify NOS that are considered legacy. Additional clarification from some developers has continued into 2025. We are now implementing a process to begin removing and archiving these legacy NOS, ensuring that the NOS available on the database remain current, relevant and aligned with present day standards

#### **Aims for 25/26:**

- Further work to identify legacy NOS,
- Word download functionality,
- Version control rules,
- Further improve the back-end user experience by revamping the layout of project folders, making it easier to view,
- Separate tabs for users/developers on the resources page.

#### **Priority 2 - Enable transferability of skills across sectors through the definition of pan/multi sector NOS.**

In March 2023 the NOS GG published its [position statement](#) on Pan and Multi Sector NOS on the NOS website. This statement sets out the NOS GG's commitment to define and publish a set of pan/multi sector NOS alongside a broader objective to review and rationalise the number of NOS currently listed on the database.

Planning for the next phase of implementing the differentiated NOS model has begun. Descriptors for the various types of NOS have been agreed, see annex 2 below, and the new model will include differing approaches and commissioning cycles for each category of NOS – pan sector, multi sector, sector specific and job specific.

#### **25/26 aims -**

In 2025, work will progress with Pan and Multi sector NOS being identified and developed. To support this shift, CPD sessions will take place with suppliers to build their understanding of this model.

An exercise carried out with Standard Setting Organisations (SSOs) to identify legacy NOS for potential archiving due to age, limited use or the existence of updated alternatives, over 2200 were earmarked for review by suppliers. Following this, stakeholders, including qualification awarding bodies and regulators, will be invited to review and download any NOS identified for archiving to retain for their own records

#### **Priority 3 - Make better and more consistent use of LMI and other data sources in NOS development to support economic recovery and growth.**

2024 saw us take forward three strands of work to improve how labour market intelligence (LMI) could be more effectively used to inform the prioritisation & planning of NOS review and development work

##### **Artificial Intelligence (AI)**

We explored the potential of AI capabilities in natural language understanding, machine learning and computational logic to enable the NOS GG and Skills Development Scotland (SDS) to identify if this approach could be applied and scaled across all NOS sectors in support of the NOS Strategy. While this was a useful exercise and has provided us with valuable insight and

shown us the possibilities that AI could provide it has also highlighted the importance of considering system capabilities first.

NOSGG will consider further applications of AI in 2025 that can support its work.

### **Labour Market Information**

The LMI project involved a review of how LMI is currently used to inform the prioritisation of and development of NOS and how this process could be improved. It considered sources of LMI and how we could, through a process of triangulation, better inform the prioritisation, planning and development of NOS. This work focused on using both high-level, 'top-down', LMI information to identify priority sectors and their skills needs across the UK and combining this with a 'bottom-up' approach using sector occupational priorities to identify where NOS updates are required. We will be implementing the outputs of this work during 2025, with updates shared through planned CPD sessions with our suppliers.

### **Net Zero and Green Occupations**

With increasing numbers of new jobs or occupations evolving in response to the green agenda the NOS GG looked at identifying those NOS related to Net Zero and green occupations. As well as identifying those directly related to Net Zero and green occupations, the work also sought to identify where there were transferable green skills within non-green jobs/occupations. To support this, the new NOS Development Model aims to reduce the proliferation of duplicate 'green' standards and improve the robustness of 'green' standards content by:

- Creating some transferable, pan or multi sector 'green' standards.
- Creating a 'green' area on the National Occupational Standards database to group together 'green' standards.
- Producing some 'green' performance criteria and knowledge statements for use in non-green' standards.

A guidance paper provided outline guidance to developers on the consideration of Net Zero and Green during development of NOS can be found [here](#).

### **25/26 aims -**

- Provide clearer examples of preferred LMI sources
- Revisit recommendations from LMI reports
- Research to identify gaps in Welsh Language NOS provision and existence and usage of Welsh NOS

A new contract will be delivered in 2025 which will support the NOS GG with LMI resources and research, and will allow us to consider how sector insights, skills for the future, legislative changes, and labour market information inform the NOS demand statement cycle/process.

### **Priority 4 - Ensure the continuous improvement of the end-to-end NOS process.**

In 2024 we continued to review the processes that support the work of the NOS GG. Key areas of focus included work to align Standard Occupational Classification (SOC) codes and identify legacy NOS will be taken forward in 2025 to assist with improvements in monitoring and evaluation.

Improvements to the demand template were introduced and further work on improving the collation of the demand statements will be looked at during 2025. The 2024 the demand

statement issued to suppliers asked for new and more detailed information to support this including asking for SOC details and more detailed rationale for developments.

In looking to streamline the quality assurance process for suppliers we no longer require suppliers to submit draft documents onto the database. Suppliers can now submit directly to SQA Accreditation for review.

In 2024/25 we procured for 56 NOS suites to be reviewed with a value of over half a million pounds. See Annex 1 for the full list of developments. In addition, 13 NOS suites were translated into Welsh and the Standards and Frameworks Panel has processed several self-funded NOS review and development applications.

To strengthen communication between NOS GG and the Standards and Frameworks Panel (S&FP) the Chair of the S&F Panel will now attend the NOS GG and be responsible for communication between the two groups.

#### **Other achievements:**

- Following agreement between the 3 nations, funding for Health & Social Care NOS was ring fenced and agreed for multiyear development, this will result in new Health and Social Care and Childcare Learning & Development NOS. This has been a large piece of work which will see new NOS finalised later in 2025 providing support to the care and childcare sector.
- The 3 nation Devolved Government Memorandum of Understanding was revised and Terms of Reference for both the NOS Governance Group and the Standards and Framework Panel were updated to make clear the relationship between each group and the responsibilities and remit of each.
- Self-funded developments approved in 2024/25 included Resilience and Emergencies and Plumbing & Heating. Development activity will continue to be supported by S&FP with clearer guides and business case requirements.
- The Welsh NOS translation pricing model has been revised, following a robust research exercise conducted in 2024. A pilot was also conducted and evaluated to improve the process to quality assure Welsh NOS translations and will be rolled out in 2025-26.

#### **25/26 aims –**

- Looking forward, a Programme of CPD for NOS developers is planned for 2025 with a focus on taking forward the NOS strategy and the differentiated model.
- Implement version controls and introduction of unique URNs to reduce the number of duplicate NOS and make data analysis more accurate.
- Maintain governance documents: updating of desk instructions.
- SDS myth busters' video and other video guides to be produced.
- Identify orphaned NOS: NOS developed by SSOs no longer in existence will be identified and analysed to confirm if they fall under another developer's footprint. Those NOS which are unable to be adopted by another developer will be archived depending on age.
- Sector Occupational Priorities activity: The outputs of this work are being reviewed and analysed and will help inform the demand process for NOS developments in the future.

#### **Priority 5 - Develop and implement a robust evaluation and monitoring process.**

Work continues to enhance the robust evaluation and monitoring of demand statements, Quality Criteria and database information. We will be implementing improvements and changes to how



demand statements are evaluated and the information required to evidence sector engagement and need during 2025 following reviews of the 2024 processes.

**Other achievements:**

- Revised Welsh Language quality assurance process piloted and implemented. The new process is that Welsh translations are emailed directly to the Welsh Government's quality assurer who will approve or reject, give feedback and reason for rejection. A 30% sample check is carried out for suites containing more than 15 units. If rejected the developer will make changes and re submit.

**25/26 aims –**

- CPD planned to inform demand statement
- New guidance on the commissioning process to be published
- Preparations for new supplier framework for use in 2027 with additional lots

**Priority 6 - Develop and implement a communications and engagement strategy to support the delivery of the NOS strategy and action plan.**

NOS GG is keen to engage stakeholders in their work and use consultation with database stakeholders to identify phase two improvements and to prioritise these. Further consultation with stakeholders will be built into 2025 reviews.

During 2024 the Welsh Government commissioned a review of publicity materials. The aim was to ensure existing materials were brought up to date in line with the NOS Strategy, and to ensure consistency in wording, terminology, and key messages. The consultant reviewed existing NOS communications/marketing and guidance materials and proposed the relevant changes. The consultant was also asked to develop draft content for new NOS publicity materials. The next step will be to implement the proposed changes to assist with the creation of a NOS communications toolkit.

**25/26 aims -**

- Develop a NOS Comms toolkit,
- Develop videos for database users to support navigation of the database,
- CPD sessions throughout the year

**Priority 7 - Continue to pursue clearer alignment with respective four nation and international occupational standards policy.**

Engagement activities have focused on forging closer links with Skills England, and the NOS GG and S&FP continue to meet face to face in Glasgow twice yearly.

A number of developments in the skills system in England and more widely, nationally, presents an opportunity for closer integration or alignment across the standards and skills ecosystems. For example, the Construction Industry Training Board (CiTB) are developing overarching skills frameworks that have affinity with the differentiated NOS model and the implementation of pan and multi sector NOS developments.

Additionally, the work to develop a UK Standard Skills Classification (UKSSC) is an opportunity for more effective labour market analysis and sharing of skills information across the various

stakeholders across England and the devolved nations. It will also allow for easier mapping of UK skills to international occupational standards, to facilitate a skills system that will support the careers needs of individuals, and the skills requirements of employers, especially those that work across UK country boundaries and internationally.

The Chair of NOS GG sits on the UKSSC Advisory Group to understand the interface and linkages between NOS, the skills classification and other occupational standards. This work has also provided an opportunity to build relationships with officials in the new Skills England to discuss opportunities for collaboration and alignment in relation to skills policy. NOS was also represented at an international workshop to share best practice and learning from other countries involved in similar projects. Skills officials from Australia, Canada, Sweden, the Netherlands, the World Bank and the International Labour Organisation were represented at the event, facilitated by the UKSSC project team and Skills England.

As these complimentary developments progress, the NOS GG continues to use its collective networks to engage with partners and identify opportunities for future NOS developments to support improvements in the skills and qualifications ecosystem.

#### **25/26 aims -**

- Forge closer links with Skills England
- Continue to meet face to face in Glasgow twice yearly
- Engage with the work on the UKSSC
- Support alignment between the new CITB competency frameworks and the implementation of the NOS differentiated model
- Develop a labour market information model that supports national and devolved nation analysis and synthesis of data sources to ensure effective prioritisation of pan and multi sector NOS developments and a streamlined demand process with SSOs and stakeholders.



**Annex 1 NOS Developed/reviewed/translated in 2024/25**

<b>NOS Suite</b>
Accident Repair - MET
Maintenance & Repair - Light Vehicle
Core Automotive
Non-Surgical Cosmetic Procedures- Aesthetics
Makeup NOS and Light-cured Nail Product Services
Access Coordination for Productions
Sustainability Coordination for Productions
Intimacy Coordination for Productions
Technical Theatre& Live Performance (Stage, Automation, Wardrobe, Hair and Make Up)
IT (Data Science)-Business Intelligence
IT (Data Science)-AI
IT (Telecommunications)
Electrical/Electrotechnical
Sewerage Maintenance
Multi-Utility Management Skills
Gas Network Engineering Management
Metal Processing and Allied Operations Part Payment £1k
Materials Processing and Finishing
Mechanical Manufacturing Engineering Part Payment £1K
Fabrication and Welding
NOS Pilot-Engineering
Semi-Conductor Manufacturing
Meat and Poultry Processing (MP)
Fish and Shellfish Processing
Support Operations - Security
Support Operations - Waste Disposal
Prevention and Management of Violence in the Workplace
Intercultural Working
Human Resources
Recruitment
Hairdressing
Oral Care (Dental Nursing)
Oral Care (Dental Technology)
PE in Schools/Colleges & exercise referral
Exercise Referral
Indoor Air Quality
HVACR/FM
Refrigeration and Air Conditioning
Animal Technology
Rail Engineering (General Standards)
Rail Engineering (Discipline Specific)
New Suite of Digital Signalling Standards
Rail Engineering (Electrification and Plant)

Retail
Bioinformatics
Bioprocessing Engineering
Formulation
Health Economists
Qualified Persons (Medical Products)
Regulatory Compliance Life Science
Downstream Operations
Providing Security Systems (Not Completed)
Veterinary para-professional activities
Recycling Activities (Not completed)
Youth Justice
Fashion & Textiles: Circulatory & Sustainability
Health and Social Care

#### Welsh Translation of NOS commissioned in 2024/25

<b>NOS Suite</b>
Sales
VFX
Physical Special Effects
Radio and Audio Content Creation
Creative Media Generic
Tree work
Multi Utility Network Construction Operations
Water fittings Regulations/Byelaws Enforcement
Treatment Processing and Control in the Water Industry
Youth work
Hospitality Food and Beverage Service
Hospitality Generics
Hospitality Housekeeping and Front of House Reception
Hospitality Professional Cookery
Food Production
Hospitality Supervision and Leadership
Supporting Teaching and Learning in Schools
Travel and Tourism

#### SVQ commissioned in 2024/25

Install, Commission and Maintain Refrigeration Systems at SCQF level 6*
Heating and Ventilating: Industrial and Commercial Installation SCQF 6*
Install, Commission and Maintain Air Conditioning Systems SCQF 6*
Install, Commission and Maintain Refrigeration SCQF 6*
Service, Maintain and Commission Building Engineering Services SCQF L7
SVQ in Dental Nursing at SCQF level 7 *
Beauty Therapy at SCQF Level 7
SVQ in Hairdressing and Barbering at SCQF level 4
SVQ 3 Spa and Massage Therapy at SCQF level 6

Sewerage Maintenance*
Electrical Installation*

## **NOS Commissioned for review/development in 2025/26**

<b>NOS Suite</b>
Credit Management
Debt collection
Procurement & Supply
Housing
Advice & Guidance
Nuclear Operations
Domestic Energy Assessors
Domestic Energy Advisors
Non-Domestic Energy Assessors
Non-Domestic Energy Advisors
Energy Advice and Assessment
On Construction Domestic Energy Assessors
Water Supply Distribution
Leakage Detection & Control
Electricity Network Control Engineer
Production (Film & TV)
Postproduction
Production Accounting
Stage Management including Production Management & Touring Management
IT (Solution Development)
IT (Cyber Security)
New IT(Blockchain)
New IT(Smart infrastructure)
Oral Health (Dental Nursing )
Health Informatic -specialised Health Care 8 suites
Clinical Health Skills
General Health Care
Addressing and Responding to Honour Based Violence , addressing stalking and addressing slavery
Engineering Maintenance and Installation Suite 2
Engineering Technical Support Suite 2
Mechanical Manufacturing Engineering Suite 2 &3
Aeronautical Engineering Suite 2
Electric and Electronic Engineering Suite 3
Work with Parents
Glass Related Operations
Glazing
Fenestration, Installation and Surveying
Providing Electronic Fire and Security Systems

Remedial Sports Performance
Active Leisure
Food Safety
Facilities Management
Facilities Services (updated to review)
Vehicle Damage Assessment Operations
Accident Repair- SMART-Cosmetic
Accident Repair-PDR
Logistics Operations
Warehousing, Storage and Distribution

## **NOS Welsh Translations tbc commissioned in 2025/26**

<b>NOS Suite</b>
Sports Coaching
Instructing Physical Activity and Exercise
Theatre and Live Productions - Technical
Intimacy Coordination for Productions
Sustainability for Productions
Energy Efficiency Measures in Older and Traditional Buildings
Performing Engineering Operations suite 2
Engineering Maintenance Suite 3
Aeronautical Engineering Suite 3
Performing Engineering Operations suite 1
Textile Care Services
Footwear Leather Production and Leathergoods
Manufacturing Textiles and Sewn Products
Administration of local revenues and benefits
Human Resources
Recruitment
Intercultural working
Prevention and Management of Violence in the Workplace
Non surgical cosmetic procedures aesthetics
Hairdressing and Barbering
Make up
Oral Care - dental technology
Oral Care - Dental Nursing
Forensic mental health/mental health self care awareness
Workforce planning
Complementary and Natural Healthcare
Drugs and Alcohol
Youth Justice
Resilience and Emergencies
Veterinary Paraprofessional activities
Regulatory Compliance Life Science

Bioprocess Engineer
Retail
Public Relations

## Annex 2

### NOS Descriptors



#### NOS DESCRIPTORS

##### Pan-sector NOS

Include competencies that are **relevant to and transferable across all sectors** of the economy

Examples include Business & Administration, Leadership & Management, and IT User

Can be mapped to a range of Standard Occupational Classification (SOC) 2020 codes

As the NOS are relevant to all occupations, consultation will take place via cyclical light-touch reviews, across all sector areas to encourage rationalisation and adoption of non-sector specific language and terminology

##### Multi-sector NOS

Include competencies that are **transferable across relevant sectors**, they are **relevant to several roles across multiple sectors**

Examples include NOS for public facing roles such as Customer service, Call/contact centre and Sales, or NOS for Business support services such as Risk management, Marketing (digital marketing/social marketing), Project management, Learning & Development

Can be mapped to a range of SOC codes

As NOS are relevant to multiple occupations, consultation will be via cyclical light touch reviews, across multiple sectors to encourage rationalisation and adoption of non-sector specific language and terminology

##### Sector-specific NOS

Include competencies that are **transferable between occupations within the same sector**

Examples include aerospace, design and engineering sectors.

Can be mapped to a single 3 or 4 digit SOC code.

As the NOS are core to a specific sector, consultation will take place across a specific sector area to encourage rationalisation and adoption of sector specific language/ terminology

Reviews will be undertaken in response to changes identified through regional/sectoral LMI, to be considered as part of annual NOS demand statement process

##### Job-Specific NOS

Include competencies that are **technical and specific to a particular job role** and unlikely to be transferable across other sectors

Examples include Avionics Engineer, Set Designer, Food Technologist

Can be mapped to a single 6-digit SOC code

As the NOS are relevant to a specific job area, consultation will take place across the occupational area to encourage adoption of job- specific language/ terminology.

Reviews will be undertaken in response to changes identified through regional/sectoral LMI, to be considered as part of annual NOS demand statement process.