

APPROVED CODE OF DELIVERY





PART OF **nocn** GROUP

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Contents.

i	Foreword
6	SECTION A: Professional Code of Conduct
10	SECTION B: Delivery of the Theory Test
20	SECTION C: Delivery of the Practical Test
30	SECTION D: Delivery of an On-Site Assessment
37	SECTION E: Competence Interview
39	SECTION F: Quality Assurance
43	SECTION G: Use of Translators
47	SECTION H: Scripts and Inductions
59	SECTION I: Checklists
65	SECTION J: Appendix

FOREWORD

CPCS is an Industry Scheme developed by Industry for the Industry. Delivered by NOCN Job Cards the Construction Plant Competence Scheme (CPCS) provides a route of skills and knowledge recognition for the Construction Plant Sector and allied industries and is widely considered by such as the exemplar scheme. The CPCS Scheme was launched in 2003 combining a number of existing cards schemes and since then has issued cards across 64 categories of plant and operate as a CSCS partner card scheme.

During 2019 the ownership of the scheme transferred from CITB to NOCN Job Cards who are a UK registered education charity committed to the ongoing success of the scheme established by CITB. NOCN Job Cards continually reviews and amends the scheme responding to on-going Industry collaboration and feedback, including external factors such as: the latest occupational health issues, technology advances, new plant types and changes to the industry training standards. The scheme currently issues circa 60,000 cards per annum.

The construction sector, who have expectations of CPCS, buy into the standards and quality assurance of the Scheme. NOCN Job Cards develop the standards, based on the standard setting body CITB, administer and manage the Scheme on a daily basis. NOCN Job Cards have expectations that those delivering the tests have the experience, skills and ability to deliver tests and ensure that candidates meet the required standards.

Testing is delivered on a one-to-one basis by CPCS Testers working through a network of accredited CPCS Test Centres across the UK and Eire with a great geographical presence. The test ensures robust assessment of an individual's operating ability and their underpinning knowledge on entry to the Scheme following a period of training and enables CPCS to maintain and improve the quality. CPCS has a robust Quality Assurance Strategy ensuring that the delivery of products meet the standards outlined in the scheme requirements.

NOCN Job Cards acknowledge that the performance of CPCS Testers is key to the quality of those standards expected of CPCS and recognise that for Testers to perform their duties effectively and maintain standards, we need to provide an effective Tester-based support programme. The production of this Approved Code of Delivery (ACoD) as an essential tool providing the clarification and guidance of the scheme rules and underpins processes that are essential to the effective delivery of CPCS Technical Tests and Assessments.

This Approved Code of Delivery has been designed to be fully supportive in nature for Testers and we expect that they fully utilise and follow the guidance contained within, which assists them in carrying out their duties. In return, Testers have the assurance from NOCN Job Cards that we will ensure that the programme for Testers is and remains fit-for purpose and with this accompanying document, we are confident, will maintain CPCS as the benchmark plant certification scheme for the construction and allied sectors.



NOCN Job Cards Director

www.nocnjobcards.org/about/team-and-trustees

A

PROFESSIONAL CODE OF CONDUCT

- A1 Introduction
- A2 Professional Behaviour
- A3 Representative of CPCS
- A4 Conflicts Arising Through Testing and Assessment Processes



A1 INTRODUCTION

Membership of the scheme as a Tester is a recognised benchmark of professionalism within the field of skills assurance for plant operations. CPCS is renowned within the construction and allied sectors in providing, through certification, an assurance of skills through skills and knowledge testing, along with the application of skills and knowledge in the workplace measured by workplace assessed competence qualifications. Assurance of skills and knowledge is determined by CPCS Testers against given standards, and who judge the performance of candidates. CPCS sets high standards for Testers and requires a firm commitment to professional conduct and continuous professional development.

The Professional Code of Conduct (PCC) is constructed around four fundamental principles.

- Professional behaviour
- Professional competence
- Ethical standards and integrity
- Representative of CPCS

This Professional Code of Conduct should be adopted at the point of scheme membership, demonstrated at all times, and retained even under pressure.

1. The Professional Code of Conduct sets out and explains the appropriate standards of professional conduct and practice that CPCS requires of all registered Testers.
2. The Professional Code of Conduct relates to all activities undertaken by a Tester in association with the scheme. For example, whether talking to potential customers, delivering tests, talking to cardholders, meeting with CPCS EQAs and so on.

A2. PROFESSIONAL BEHAVIOUR

A CPCS Tester should:

3. Accept responsibility for their own professional actions, decisions and appearance.
4. Apply good standards of timekeeping, allowing sufficient time for preparation to ensure compliance with all relevant sections of the CPCS Approved Code of Delivery.
5. Apply high standards of relevance, accuracy and timeliness in the information and feedback that they provide.
6. Recognise and show empathy for the abilities of others, show patience, and adapt approach to accommodate all situations.
7. Apply an impartial and unbiased judgment of an individual's performance against given CPCS standards.
8. Communicate effectively and confidently, both verbally and in writing.
9. Build, maintain and develop individual and business relationships based on confidence, trust and respect.
10. Take reasonable care of their own health and safety and that of anyone else who is affected by their acts or omissions and co-operate with their employer in matters of health and safety.
11. Communicate to your EQA with any queries you may have in relation to the Approved Code of Delivery.



UNACCEPTABLE CPCS TESTER BEHAVIOUR (THIS LIST IS NOT EXHAUSTIVE)

- x Aggressive or confrontational behaviour (for example physical abuse, verbal abuse (loud speech or shouting including tone of voice, inappropriate emails, letters, voicemail or texts).
- x Allowing prior knowledge of a candidate to influence the outcome of the test (for example the candidate has not passed a previous test).
- x Using or referring to CPCS Tester status outside of CPCS activities.
- x Delivering a test where there is a conflict of interest.
- x Denigrating the scheme, components of the scheme or associated NOCN Job Cards personnel (for example direct criticism of a Theory Test question, inappropriate comments about any staff involved with CPCS activities).
- x Providing inappropriate support to the candidate to pass a test or assessment. For example, supplying answers to questions during a theory test or explaining how to complete practical test or assessment activities.
- x Disclosing details about the performance of a previous candidate's performance and their test results.
- x Lack of awareness of recent changes to scheme documentation (for example changes/updates to CPCS test or assessment specifications).
- x Delivering CPCS tests or assessments not in accordance with the CPCS Approved Code of Delivery.
- x Rushing through a test (for example asking Theory Test question too quickly and hurrying candidates during a Practical Test).
- x Insufficient planning to deliver tests on time and not allowing time for candidate feedback and completion of documentation.

A3 REPRESENTATIVE OF CPCS

A CPCS Tester should:

12. Promote CPCS in a positive and constructive manner.
13. Carry their card when delivering tests or assessments, and make it available when requested by CPCS or other parties.
14. Only refer to their CPCS Tester status when engaged in promoting or delivering CPCS activities.

A4 CONFLICTS ARISING THROUGH TESTING AND ASSESSMENT PROCESSES

A conflict is a situation where through either a single element or a combination of elements means that differences and disputes can occur at varying levels. Causes of conflicts are many and are based on differences in or the effects of various factors. These can include styles, rules, policies, personalities, perceptions, goals resources, misunderstanding, communication, values for competition.

The nature of the testing and assessment process can create conflicts between a Tester and a candidate, or an employer, their accredited centre, other Testers, NOCN Job Cards, relatives of a candidate etc. This will be compounded when a candidate's expectations of the testing process and their own perception of abilities are not matched by their performance, from which disputes do arise.

The wellbeing of the Tester can rest with successful conflict management, with a key skill of conflict management being changing a negative situation into a positive one.

The results of an escalated conflict can have detrimental effects on clients, employers, their accredited centre and the candidate; this can also affect the future business of both the Tester and the accredited centre and also affect the reputation of CPCS.

A CPCS Tester should:

15. Manage conflictual situations and minimise escalation of grievances and protests by conducting themselves in a professional manner.
16. Not inflame or add fire to a situation.
17. Be aware of their accredited centres policy on disputes and appeals.
18. Consult with their accredited centre on any required conflict management training.
19. Minimise any conflictual situation by adhering to the good practices and advice contained within this document.



B

DELIVERY OF THE THEORY TEST

- B1 Introduction
- B2 What is a Theory Test?
- B3 What is Required to Deliver a Theory Test?
- B4 Planning and Preparing to Deliver a Theory Test
- B5 Candidate Arrival
- B6 Theory Test Induction
- B7 Theory Test Delivery
- B8 Theory Test Completion

B1 INTRODUCTION

The CPCS Theory Test should be delivered in accordance with the following procedures.

- **Candidate Arrival:** Informal meet and greet (this does not have to be recorded or take place in the test room).
- **Test Induction:** Overview of test protocols and the first recorded phase of the test.
- **Test Delivery:** Questions asked by the Tester and answered by candidate.
- **Test Completion:** Result given alongside appropriate feedback on performance.

The CPCS category Appointed Person (A61) has a written Theory Test, and so requires differences in delivery. All references in this section relate solely to the verbal Theory Tests. Further specific information is provided in [APPENDIX D: Further Information on Appointed Person \(A61\) Theory Test Delivery](#).

There is also an advanced Theory Test which is aimed at Testers that also requires differences in delivery. All references in this section relate solely to the standard Theory Tests. Further specific information is provided in [APPENDIX E: Further Information on Advanced Theory Test Delivery](#)

B2 WHAT IS A CPCS THEORY TEST?

1. The purpose of the CPCS Theory Test is to measure the candidate's level of theoretical knowledge and understanding as well as covering topics not always tested within the Practical Test.
2. The candidate must have passed the appropriate CPCS Health, Safety and Environment Test or CITB Health, Safety and Environment Test prior to attempting the Theory Test.
3. There is a Theory Test for each category. For categories with endorsements, the test is applicable to all endorsements.
4. The Theory Test incorporates a set number of questions relating to:
 - Specific category.
 - Operator's rights and responsibilities.
 - Pre-start checks.
 - Category specific preparation, operating and shut down requirements.
5. Theory Tests are delivered verbally and must be recorded for Quality Assurance purposes. This technique of questioning allows flexibility of the test and the opportunity for both the Tester and candidate to express themselves in a way that allows mutual understanding of both the question and the given answer.
6. Theory Tests are conducted on a one-to-one basis between the candidate and the Tester.
7. Theory Tests can be delivered on-centre or off-centre depending on the category.
8. There are a defined maximum number of marks available for each question.
9. There are mandatory questions within the Theory Test which are currently only in A17, A17E, A77 and A94.
10. The candidate is required to achieve the mandatory question(s) and 80% to pass the Theory Test.
11. The candidate must achieve the minimum pass mark (including any mandatory questions) to progress to the Practical Test. A Theory Test can be retained for up to 6 months prior to a Practical Test.
12. There is a guideline duration for all tests at 30 minutes, apart from A61 and A62 which is 1 hour.
13. CPCS quality assures the delivery of the test. A test may be:
 - Attended by CPCS EQAs who will observe the delivery of the test.
 - Reviewed retrospectively by CPCS EQAs by listening to the audio and/or video recording.
 - Videoed at the request of CPCS. If CPCS has requested that the test is videoed the candidate must allow this to take place or the achievement will not be deemed as valid for a card application.

B3 WHAT IS REQUIRED TO DELIVER A THEORY TEST?

A Theory Test must be delivered in an appropriate room, be audio recorded, and use the appropriate question papers. If these elements are not in place the test should not take place.

Appropriate Room

14. The Theory Test must be conducted in a room that meets the standards set by the Scheme Booklet for Accredited Centres. This should be the designated room at a Test Site or, for off-centre categories, in a room that meets the same standards.
15. Whilst the Accredited Centre is responsible for maintaining Test Site Theory Test rooms, the Tester must ensure that the room meets the requirements. The Tester should therefore ensure that they arrive at the room with sufficient time to complete checks and take any appropriate remedial action. If carrying out an off-centre test, it is down to the Tester to ensure the room is appropriate and prepared for the activity.

Supporting Material

16. The Tester must ensure that all relevant documentation is made available for each category i.e. lifting capacity charts etc.

Audio Recording Equipment

17. The Theory Test must be recorded as required in the Scheme Booklet for Accredited Centres.

Theory Test Question Papers

18. Revision questions are available on the Job Cards website so the candidate can review them in preparation for their test.
19. A copy of the Theory Test question paper can be made available to the candidate during the test, but it must be retrieved by the Tester at the end of the test before the candidate exits the test room.
20. The candidate can use the revision question papers on the CPCS website to research the answers and prepare for their test.
21. The questions may change, and so candidates and Testers should always ensure that they are working from the latest set of documentation.
22. If there is a concern as to the validity or currency of any of the test content, this feedback must be provided to CPCS.



Any feedback in relation to the test content, (for example relating to currency, validity or appropriateness), this should be provided to CPCS at product@jobcards.org, copying in the local CPCS EQAs.

Theory Test Question and Answer Papers

23. There is a set of model answers available for each test, to ensure that candidate responses are measured against a common standard. These question and answer papers are solely for use by the Tester.



Question and answer papers must never be provided to candidates. They must not be released into the public domain through any medium. This will lead to sanctions.

24. The question and answer papers are provided to Accredited Centres electronically.
25. The Accredited Centre is responsible for providing an appropriate copy of the question and answer paper to the Testers to use in the test.
26. If there is a computer available, the Tester may use an electronic version into which marks can be recorded, if this is not possible the Tester can take a printed copy into the test.



THE BENEFITS OF USING ELECTRONIC QUESTION AND ANSWER PAPERS

Electronic question papers offer the following benefits.

- The mark can be entered into the question and answer paper – and it will automatically total the candidate's mark and determine whether the candidate has achieved or not achieved.
- The question and answer paper can be electronically passed back to the Accredited Centre who can save it into their storage systems.

Hints and tips on using the electronic question and answer paper.

- Open the template question and answer file allocated for the candidate.
- Save a local copy using a reference code specific to the candidate approved by the Accredited Centre.
- At the end of the test ensure that the candidate specific copy is made available to the Accredited Centre for filing.

Sign-off Sheet

27. There is a generic Sign-off Sheet (applicable to all categories) onto which the result must be recorded along with feedback to the candidate, any specific comments in relation to running of the test (for example if additional time allowed) and which the candidate and Tester must sign. The Tester must add their own initials to the end of their comments made in the Tester feedback section and also request that the candidate does the same (if the candidate has made any comments).
28. If candidate chooses not to sign the Sign-off Sheet the Tester must write in the comments box that the candidate refused to sign, the reason why and also add their initials at the end of the comment.

Duration

29. There is guideline duration for the completion of the Theory Test, please refer to the Theory Test Q&A bank for all guideline durations. However, the Tester has flexibility to allow the test to extend beyond the specific guideline duration if they are confident that the candidate will be able to complete the test. It would be highly unlikely that an extension would be given for over 25% of the guideline duration. The reason(s) for an extension must be stated during the audio recording and written onto the Sign-off Sheet.
30. It is accepted that when an translator is being used an extension should be applied. Up to double the time should be allowed. Further information on delivering a Theory Test with an translator is outlined in F2 Impact on a Theory Test
31. There should be an appropriate working timing device within the test room.

B4 PLANNING AND PREPARING TO DELIVER A THEORY TEST

The process of getting ready is an important factor towards the successful delivery of a Theory Test, and the following elements need to be considered:

- Resources required.
 - Needs of the candidate.
 - Standards defined by CPCS.
32. Sufficient time should be allowed to ensure that all the resources required are prepared prior to the start time of the test.
 33. It is important to consider what may happen, and to ensure that you are prepared for any eventuality.
 34. It is important to ensure that sufficient consideration is given to scheduling of tests during a day to ensure effective delivery, for example meals and comfort breaks.



CPCS does not specify how many tests can be delivered in one day. However, a Tester shall not undertake so many tests during the course of a single day as to compromise the integrity of the test process, or the Testers well-being.

B5 CANDIDATE ARRIVAL

The candidate should be welcomed on arrival, but this task may be completed by staff other than the Tester if there are resources available to do so.

35. The candidate should be made welcome on arrival and be provided with sufficient information about the venue and test process to enable them to prepare for the test.
36. The candidate should be asked whether they have any known specific or special needs. For example, if they need anything else before beginning the test, such as their reading glasses or medication, they should take action prior to the start to minimise the risk of stopping the test once it has started. The Tester must then take steps to ensure that they understood and that adequate support (reasonable adjustments) and guidance is provided to ensure fair and equal treatment. The appropriate CPCS EQAs must be informed if adjustments are made, and a record made on the Sign-off Sheet by the Tester.

B6 THEORY TEST INDUCTION

The candidate should receive an induction that sets out all the information that they need to enable them to commence the test and understand what is to come, and who is involved.

37. The Test Induction is a formal part of the test session that should be completed prior to the start of the test.
38. The Induction must include core elements that cover the following points:
 - Confirmation of the details relating to Tester, candidate, venue, test and date details.
 - Identities check using documentation that includes a photograph and signature.
 - A full induction to the test itself, and how it will be delivered.



ASSESS THE CANDIDATE'S NEEDS AND TAILOR THE TEST INDUCTION APPROPRIATELY

If a candidate is retaking a test or taking additional tests for further categories within a short period of time, repetition of the test protocols may add little value. In these circumstances a candidate can choose to waive the right to this element of the induction.

39. A full script is provided which contains the information that a candidate must be provided with during an induction. Test induction – HI. Theory Test Induction Script (to be read out).

B7 THEORY TEST DELIVERY

40. The test should be completed in full, giving the opportunity for the candidate to answer or pass on all of the questions, time permitting. The test can only be stopped if the candidate instructs the Tester that they wish to stop.
41. The questions have been written in a language that is technically correct. However, it is recognised that some questions can be interpreted in another way, and that terminology can differ.

Start Time of the Test

42. The test starts at the point where the confirmation to proceed has been recorded.
43. The Tester must not start a test before the notified time unless the Accredited Centre has been given authorisation which has been approved by the CPCS EQA.
44. If the actual start time of the test was different to the notified time, this must be recorded on the Sign-off Sheet by the Tester.

Asking the Questions

45. How you ask a question is important in that not only is it delivered correctly, but also results in an answer that satisfies the knowledge and understanding you are seeking. Further guidance is provided in APPENDIX B: Questioning Techniques
46. The question number must be read out, followed by the marks available and then the question as written in the question and answer paper.
47. Questions may be repeated on request by the candidate.
48. Questions may be re-phrased to aid comprehension and to replace terminology that is applicable to the type of machine or industry.
49. When the question contains more than one part, the whole of the question should be read out and then each part repeated in turn, allowing the candidate to answer after each part.
50. The candidate should be allowed time to think and consider their answer.
51. Some questions use abbreviations of common words such as ROPS, FOPS, PUWER, LOLER, BS. This is intentional as this is how they are frequently referred to within various sectors of industry.

Answering the Questions

52. Should the candidate instruct the Tester that they wish to 'pass' on a question. All questions that were passed on must be returned to at the end of the test if there is still time available (for example if the candidate is within the allocated time for the test which may include any extensions of time beyond the guideline duration).

Scoring Candidate's Answers

53. The question and answer papers display model answers as well as the maximum marks available.
54. The available mark against each question relates to the importance of the question. Safety critical areas and areas of responsibility tend to carry a higher mark than other core machine specific questions, and this is reflected in the maximum mark available. Where there is a mandatory question the maximum marks available will be denoted by an 'M' in the column.
55. The accuracy, depth and integrity of the candidate's answer must be judged and marks apportioned accordingly.
56. The CPCS model answer is only an outline of the minimum expected and is what would normally be expected relating to operating the category in the construction or allied sectors. It is not comprehensive nor can cover all possibilities. Other answers beyond the model answer may be accepted if considered to be correct in the light of experience and knowledge.
57. The questions are designed to be proportionally marked (for example, if there are six available marks, four marks may be awarded depending on the candidate's answer).



HOW TO JUDGE THE APPROPRIATE SCORE FOR A CANDIDATE ANSWER

- Where the candidate needs to understand their responsibilities under legislation and there are three marks available, if there are:
 - three items listed in the model answer a tendency would be to award one mark per each correct answer
 - six items listed in the model answers a tendency would be to award ½ marks per correct answer.
 - Where there is a question that has two parts, usually where there is a ‘what’ and ‘why’, the ‘why’ (the understanding of ‘what’) should receive a higher proportion of the available mark.
 - Where there is a single question worth six marks, this suggests a strategically important topic, and so the accuracy and depth of understanding should determine the mark awarded.
 - Where the candidate’s response replicates exactly, or is very near to the model answer, understanding may not be fully or partially evident (for example the candidate may have learnt an answer by memorisation but with limited underlying understanding). The candidate should be asked to justify their answer by asking ‘why’ or ‘how’, or to expand their answer. If the candidate can provide no further supporting evidence of understanding, the full mark against the question need not be given.
58. Once the question has been attempted the candidate’s answer must be accepted as final, the mark awarded stated and recorded onto the question and answer paper, without indicating success or failure.
59. If a candidate has chosen to pass on a question this should be recorded on the question and answer paper.
60. If a candidate has clearly demonstrated a gap in their knowledge, this should be clearly recorded on the Sign-off sheet so that feedback can be provided at the end of the test.



EXAMPLES OF POOR PRACTICE IN QUESTION DELIVERY

- x Offering a running total of the score, as this may stress the candidate.
- x Accepting a weak answer, without probing to see if the candidate has the required knowledge or understanding.
- x Giving full marks to an incomplete, poor or incorrect answer.
- x Asking leading follow up questions to guide the candidate to the right answer, for example:
You said x, but think about y
- x Behaving in a disrespectful manner, for example, interrupting an answer or tapping fingers on the table.
- x Merely repeating the question again in response to a candidate clarification request.
- x Not rewording or rephrasing the question if the candidate cannot answer the question.
- x Telling the candidate that they have got specific questions wrong during the test.
- x Not allowing the candidate to return to passed questions at the end of the test.
- x Giving the candidate a poor mark on a question, without making a note and offering constructive feedback at the end of the test on how to improve their performance if they choose to re-sit.
- x Asking the prescribed question when the candidate uses their own manufacturer's instruction book.

B8 THEORY TEST COMPLETION

61. The candidate's scores must be totalled and recorded in the Marks Awarded box on the question and answer paper along with their overall result.
 - If the candidate has scored 80% or above and correctly answered the mandatory question (if applicable) they have met the required standard and will be recorded as 'Achieved'.
 - If the candidate has scored 80% or above and incorrectly answered the mandatory question (if applicable) they have not met the required standard and will be recorded as 'Not Achieved'.
 - If the candidate has scored less than 80% they have not met the required standard and will be recorded as 'Not achieved'.
62. The candidate must be verbally informed of the following:
 - Test completion, how long it has taken, the total awarded marks and the result.
 - Feedback on areas where they did not perform well. This should be clear and constructive to identify the candidate's level of knowledge and understanding, including any areas that require improvement.
 - Next steps for continuing or progressing within the scheme.
 - Offered an opportunity to provide feedback on the delivery of the test.
 - That there is a Sign-off Sheet which will document their result and feedback, and that they will be provided with a copy from the Accredited Centre within five working days (if requested).

See Scripts H3 and H4.



Once the candidate has been informed of their test result, the result cannot be changed without the approval of CPCS EQAs.

63. The Sign-off Sheet must be fully completed including:
- Any concessions agreed including extension of time, by CPCS EQA must be recorded in the Tester feedback box.
 - Any extension of time provided beyond the guideline duration must be recorded in the Tester feedback box.
 - If the actual start time of the test was different to the notified time, this must be recorded in the Tester feedback box.
 - The Tester feedback box must be completed and signed by the Tester at end of their comments and before completing the Sign-off section confirming whether the candidate has Achieved or Not Achieved.
 - The Tester must encourage the candidate to complete the candidate feedback box and initial after any comments; although optional.
 - If the candidate chooses not to complete this box, the Tester must enter 'No Comments' and initial.
 - If the candidate chooses not to sign the Sign-off sheet the Tester must write in the candidate's feedback box that the candidate refused to sign, the reason why and initial.
 - The Tester must check that the sign-off sheet has been completed in full before the candidate leaves the Theory Test room.
64. The audio recording can then be stopped.
65. The Tester must check that the test has been audio recorded. In the event that the audio recording has failed then the Tester must inform the Accredited Centre so that they may take appropriate action for the test to be re-taken by the candidate.



The test outcome, recording and completed documentation must be passed to the Accredited Centre by the end of the next Working Day so that the test can be resulted in accordance with Scheme requirements set out in the Scheme Booklet for Accredited Centres.

C

DELIVERY OF THE PRACTICAL TEST

- C1 Introduction
- C2 What is a Practical Test?
- C3 What is Required to Deliver a Practical Test?
- C4 Planning and Preparing to Deliver a Practical Test
- C5 Candidate Arrival
- C6 Practical Test Induction
- C7 Practical Test Delivery
- C8 Practical Test Completion



C1 INTRODUCTION

The CPCS Practical Test should be delivered in accordance with the following procedures.

- **Candidate Arrival:** Informal meet and greet that can take place away from the Practical Test area.
- **Test Induction:** Introduction and induction to the test that can take place away from the Practical Test area.
- **Machine Familiarisation:** If required, a period of time for the candidate to familiarise themselves with the make and model of machine supplied for the test.
- **Test Delivery:** Practical activities demonstrated on the appropriate machine in accordance with the test specification, that takes place in the Practical Test area.
- **Test Completion:** Result and appropriate feedback on performance that can take place away from the Practical Test area.

The CPCS category Appointed Person (A61) has a desktop Practical Test, and so requires differences in delivery. All references in this section relate solely to the physical Practical Tests. Further specific information is provided in APPENDIX I: Further Information on Appointed Person (A61) Practical Test Delivery.

There is also an advanced Practical Test which is aimed at Testers that also has differences in delivery. All references in this section relate solely to the standard Practical Tests. Further specific information is provided in APPENDIX J: Further Information on Advanced Practical Test Delivery

C2 WHAT IS A CPCS PRACTICAL TEST?

1. The purpose of the Practical Test is to test the operating ability of individuals through a series of practical activities based on core operating skills.
2. The candidate will also be tested on their ability to identify information from the operator's manual.
3. There is a Practical Test for each category, but for categories with endorsements the endorsement must be specified and the test taken on the appropriate piece of plant.
4. The Theory Test must be passed before a Practical Test is taken.
5. The Practical Test is delivered through an Accredited Centre by a Tester registered to that Accredited Centre.
6. The Practical Test is delivered in a one-to-one session between the candidate and the Tester.
7. The Practical Test is delivered either on centre or off centre depending on the category.
8. There is a mandatory section to ensure that the candidate's performance demonstrates all critical activities expected of an operator. The candidate must achieve all items to be successful in this section.
9. There is a faults section to measure the candidate's performance by recording the number of faults against a given item which can accumulate penalties. This section allows for minor faults that the candidate makes during the test.
10. Each Practical Test has a specified duration (varies between different categories)
11. CPCS quality assures the delivery of the Practical Test. A test may be:
 - Attended by CPCS EQAs who will observe the delivery of the test, or
 - Videoed at the request of CPCS. If CPCS has requested that the test is videoed the candidate must allow this to take place or the achievement will not be deemed as valid for a card application.

C3 WHAT IS REQUIRED TO DELIVER A PRACTICAL TEST?

Practical Test Specification

12. The Practical Test specifications are published on the CPCS website. They are available to the candidate to review in advance when preparing for their test.
13. The Practical Test specifications may change, and so candidates and Testers should always ensure that they are working from the latest set of documentation.
14. The Practical Test specification details the resources needed for the test.
15. The Practical Test specifications differ between categories meaning that Testers must be fully conversant with the resources required, activities to be carried out, and the content of the Grading Sheet. They must ensure that the Practical Test area meets the requirements for the Practical Test.
16. The Practical Test specifications may include specific information for any endorsements, so the Tester should ensure that they are conversant with the specifics.
17. If there is a concern as to the validity or currency of any of the test content, this feedback must be provided to CPCS.



Any feedback in relation to the test content, (for example relating to currency, validity or appropriateness), this should be provided to CPCS at product@jobcards.org, copying in the local CPCS EQAs.

Practical Test Area

18. The Practical Test must be conducted in a Practical Test area that meets the standards set by the Scheme Booklet for Accredited Centres. This should be the designated area at an Accredited Centre or, for off-centre categories, in an area that meets the same standards.
19. The resources section of the Practical Test specification stipulates the type of environment that must be available against the relevant category. This may include, if appropriate, the type of ground for travelling and working, inclines, rough, uneven terrain and level areas, a minimum distance that a machine must travel.
20. The area of ground selected for the test must be free from proximity hazards including overhead, underground and nearby activities.
21. A written risk assessment must have been conducted for the area which takes into account all the activities that are to be undertaken by the machine, supporting personnel, and nearby activities.
22. Whilst the Accredited Centre is responsible for maintaining Practical Test areas, the Tester must ensure that the area meets the requirements. The Tester should therefore ensure that they arrive at the Practical Test area with sufficient time to complete checks and take any appropriate remedial action. If the test is taking place off-centre, the Tester remains responsible that the area can accommodate the requirements of the test and is a safe environment for the Candidate, Tester and Supporting Staff.

The Machine

23. The machine must meet the detailed standards as set out in the Practical Test specifications; this may include capacity elements, attachment details and so on.
24. The machine must meet current legislation including in-date certification for inspections and thorough examinations.
25. All electronic aids, except 'non-assistance' types that are essential for operation and safety needs, or provide readouts only as per RCIs, must be immobilised.
26. The machine must be sufficiently clean to allow the candidate to complete visual pre-start checks in accordance with manufacturer's instructions.
27. The machine must be free of defects which can affect the integrity of the test, and configured accordingly so that testing conditions emulates site best practice operating conditions.

Supporting Material

28. As required by regulations, the candidate must have access to the Manufacturers' Operator's Manual specific to the machine.
29. Appropriate certificates, lift plans and method statements must be available.
30. Measurement equipment must be available to ensure activities are completed within defined tolerances.

Supporting Roles

31. Many Practical Test specifications require two machines to be used in tandem – i.e. the candidate is required to load or be loaded by a secondary machine. There are clear roles set out in the Scheme Booklet for Accredited Centres which defines how these supporting operator roles can be filled.
32. A supporting operator needs to be certificated and competent. The definition of certificated is that there has been a documented process which establishes the skills required during the test relative to the category, and sufficient experience to safely and effectively carry out the role. It would be expected that supporting operators hold a relevant CPCS card for the category. If in-house or other card/certification schemes are used, the burden of proof of relevant skills lies with the Tester if challenged by CPCS staff prior to or during the test.

Video Recording

33. CPCS may at any point request that a Practical Test is recorded.

Duration

34. The Practical Test has a specified duration to ensure that an operator has sufficient work skills to be productive in current and future employment. The time limits have been set at a level that allows even newly trained operators to prove a sufficient measure of productivity when mapped against industry timescales.
35. There is a specified duration for the completion of each Practical Test, but this will be different for each category dependent on the activities and is documented in the Practical Test specification.
36. The Practical Test specifications will state if there are particular activities excluded from the total test time (for example slinger/signaller identification of defective accessories).
37. There is flexibility to allow the test to extend beyond this where circumstances affect performance, for example in the case of extreme weather or where particular machine attributes effectively slow the rate of work. It would be highly unlikely that an extension would be given over 25% of the given time.
38. It is accepted that when a translator is being used an extension should be applied. Further information on delivering a Practical Test with a translator is outlined in G3 Impact on a Practical Test or On Site Assessment.
39. The reason(s) for an extension must be agreed by CPCS EQAs and recorded on the Sign-off Sheet.



TESTER FULFILLING THE ROLE OF A SUPPORTING OPERATOR

This information is extracted from Section 8.3.9 of the Scheme Booklet for Accredited Centres

A CPCS Tester can fulfil the role of a supporting operator (as long as certificated and competent on that category for the required activity) if a risk assessment has been properly completed and they can maintain close and continuous supervision, with the exception of the following categories:

- A40 Slinger/Signaller: The Tester cannot operate the crane and/or machine or provide additional (non-emergency) signals.
- A42 Crusher/A43 Screener: The Tester cannot operate the loading equipment.
- A49 Loader/Securer – non STGO: The Tester cannot drive the vehicle to be loaded and unloaded.
- A50 Plant Loader/Securer – STGO: The Tester cannot drive the vehicle to be loaded and unloaded.
- A64 Overhead Travelling Crane: The Tester cannot act as the Slinger/Signaller.
- A67 Tunnel Locomotives: The Tester cannot signal or act as the passenger.
- A72 Static Concrete Placing Boom: The Tester cannot provide signals or control the placing hose.
- Excavator 180° and Excavator 360° Categories: The CPCS Tester will be permitted to fulfil the supporting role of Slinger/Signaller for these Categories provided they hold the CPCS Slinger/Signaller Category or have passed both the CPCS Theory and Practical Technical Test for Slinger/Signaller.
- A73 Plant and Vehicle Marshaller: The Tester cannot assume the role of the vehicle driver/operator.
- A75: Conveying Pump: The Tester cannot provide signals or support the tripod.

Concurrent Tests

If concurrent CPCS Technical Tests are being delivered which require a common supporting operator, the Accredited Centre is allowed to use one supporting operator across the CPCS Technical Tests. However, a 'stop the clock' process must not be used and the candidate must not be disadvantaged in any way.

C4 PLANNING AND PREPARING TO DELIVER A PRACTICAL TEST

The process of planning and preparation is an important factor towards the successful delivery of a Practical Test, and the following elements need to be considered:

- Resources required.
 - Activities defined.
 - Needs of the candidate.
 - Standards defined by CPCS.
40. Sufficient time should be allowed to ensure that all the resources required are prepared prior to the start time of the test.
 41. It is important to consider what may happen, and to ensure that all is prepared for any eventuality.
 42. It is important to ensure that sufficient consideration is given to scheduling of tests during a day to ensure effective delivery, for example meals and comfort breaks.

C5 CANDIDATE ARRIVAL

43. The candidate should be made welcome on arrival and be provided with sufficient information about the venue and test process to enable them to prepare for the test.
44. The candidate should be asked as to whether they have any known specific or special needs for example if they need anything else before beginning the test, such as their reading glasses or medication. The candidate should then take any appropriate action prior to start to minimise the risk of stopping the test once it has started. Adequate support (reasonable adjustments) and guidance should be provided to ensure fair and equal treatment. The appropriate CPCS EQAs must be contacted to seek a concession if adjustments are to be made.

C6 PRACTICAL TEST INDUCTION

The candidate should receive an induction that sets out all the information that they need to enable them to commence the test and understand what is to come, and who is involved.

45. The Test Induction is a formal part of the test session that should be completed prior to the start of the test.
46. The Induction must include core elements that cover:
 - Confirmation of the details relating to Tester, candidate, venue and test, date details.
 - A full induction to the Practical Test itself, and how it will be delivered, if required.
 - Appropriate personal protective equipment (PPE).
 - Whether machine familiarisation is required.
47. A full script is provided which contains the information that a candidate should be expected to be provided with during an induction.
48. If a video recording of the test has been requested, this should commence at the beginning of the induction.

C7 PRACTICAL TEST DELIVERY

The test must be completed in full, allowing the candidate to perform all the activities. The test must only be stopped if the candidate is endangering themselves or others.

The Test specifications have been defined to set a national standard and to ensure a reliable judgment of the candidate's performance. They must be adhered to and the Grading Sheet marked accordingly during the test by the Tester. This includes noting any performance issues.

Start Time of Test

49. The test start time begins when the candidate commences the test activities.
50. The Tester must not start a test before the notified time unless the Accredited Centre has been given authorisation which has been approved by CPCS EQA.
51. If the actual start time of the test was different to the notified time, this must be recorded on the Sign-off Sheet.
52. The test specifications will state if there are any particular activities excluded from the total test time, (for example slinger/signaller identification of defective lifting accessories). In these instances, the total test time is an accumulated time and the time of each activity must be recorded on the test documentation.

During the Test

53. The Tester must ensure that they position themselves correctly so as to measure the candidate's performance throughout the test using observation skills to validate the candidate's actual performance against Scheme standards.
54. The test criteria should be followed in the sequence defined in the test documentation ensuring the candidate clearly demonstrates each activity.
55. Prestart checks should be carried out per the manufacturer's instructions.
56. Activities may be broken down into stages and any activities or measurements may be repeated to allow the candidate to fully understand what is required.
57. The candidate must be allowed to attempt all activities unless stopped by the Tester due to dangerous activities.
58. Close and continuous supervision of the candidate should be maintained.



Stopping the Test

- Should the Tester consider that the candidate's skills are limited to the extent that there is a real danger that they will be a hazard to themselves, the machine and others during the Test (i.e. lack of machine control) the Tester has the authority to stop the test. If this occurs, the reason(s) for stopping the test must be recorded on the Sign-off Sheet.
- Should the CPCS EQAs make the Tester aware of an unsafe situation, it is the responsibility of the Tester to take appropriate action.

Grading a Candidate's Performance

To ensure a national standard and reliable judgment of the candidate's performance, test criteria must be adhered to and the Grading Sheet marked during the test by the Tester.

60. Mandatory and Penalty points should be awarded appropriately, and recorded directly onto the Grading Sheet.

Mandatory Section

61. This section is designed to ensure that the candidate's performance demonstrates all critical activities expected of an operator.
62. The candidate must achieve all items to be successful in this section.
 - If undertaken correctly, record the letter Y (yes) against the relevant item.
 - If not undertaken or undertaken incorrectly, record the letter N (no) against the relevant item.
 - If any item is not completed correctly, then the outcome will be Not Achieved.

Grading Sheet Example (part)

MANDATORY		Correctly carried out during the test?	Y/N
Preparing	All pre-start and running checks (or responses to relevant questions)		Y
	Identify information from the Operator's Manual		Y
Travelling	Restrictions cleared		N
	Machine set for travel		Y
All of these items must be awarded			Achieved/Not achieved

Faults Section

63. This section is designed to measure the candidate's performance by recording the number of faults against a given item which can accumulate penalties. This section allows for minor faults that the candidate makes during the test.
64. To be successful on this section, the candidate must not exceed eight penalties in total.
- If, for example, the candidate fails to empty a (dump truck's) body fully after tipping, then one fault is recorded by placing a tally mark in the fault column. If the candidate repeats this mistake again, another fault is recorded.
 - This is repeated for each item and at the end of the test faults are accumulated for total penalties.
 - If no penalties are awarded, then 0 must be written in the fault and penalty columns.
 - The total number of faults for each item is multiplied against the mark and a penalty is awarded.

Grading Sheet Example (part)

FAULTS	Candidate incorrectly carried out the following	Fault	Mark	Penalty
Travelling	1. Full observation before moving	III	2	6
	2. Full observation whilst travelling	0	2	0
Working	3. Body fully emptied after discharging	I	1	1
	4. All loads lifted vertically	I	3	3
Not exceeded 8 penalties		Total penalties		10
				Achieved/Not achieved

End of Test

65. The test is not completed until the appropriate shutting down procedures have been completed.
66. When a candidate leaves the machine, all equipment must be grounded, or placed in the out-of-service position where relevant, shut down, isolated (ignition key removed) or locked-off (in compliance with the Provision and Use of Work Equipment Regulations 1998) and where relevant, locked cab or access doors, simulating an end-of-shift action. Engine/power unit shut down must also be undertaken where the candidate needs to leave the cab during the test for all activities such as making checks, making adjustments, and attaching accessories or other equipment such as PTO driven implements.



EXAMPLES OF POOR PRACTICE IN PRACTICAL TEST DELIVERY

- x Making inappropriate comments about candidate performance.
- x Telling the candidate that they have failed due to a mandatory failure during the test.
- x Prompting or coaching the candidate during the test.
- x 'Leading' the candidate towards achieving test standards.
- x Stopping the test due to a mandatory fail which poses no hazard to health (candidate should be allowed to finish).
- x Failing to check that the manufacturer's operator's manual is not marked up in such a way that the answer to the question is apparent.
- x Stopping the test early due to clear indications that the candidate will be unable to complete within the allowed duration.

C8 PRACTICAL TEST COMPLETION

The Tester is responsible for ensuring that at the end of the test activities that feedback and paperwork are completed in accordance with Scheme documentation in a safe and suitable place.

67. On completion of the test activities the candidate must be verbally informed of the following:
 - Completion of the test.
 - How long it has taken.
 - Any mandatory items not achieved and the number of penalties.
 - The result.
68. After notification of the result relocate to a safe and suitable place for provision of feedback and further information and the candidate must be verbally informed of the following:
 - Feedback on areas where they did/did not perform to the required standard. This should be clear and constructive to identify the candidate's level of skill, including any areas that require improvement.
 - Next steps for continuing or progressing within the scheme.
 - Offered an opportunity to provide their feedback on delivery of the test.
 - That there is a Sign-off Sheet which will document their result and feedback, and that they will be provided with a copy from the Accredited Centre within five Working Days (if requested).

69. The Sign-off Sheet must be fully completed including:
- Any concessions agreed including extension of time, by the CPCS EQAs must be recorded in the Tester feedback box.
 - If the actual start time of the test was different to the notified time, this must be recorded in the Tester feedback box.
 - The Tester feedback box must be completed and signed by the Tester at end of their comments and before completing the Sign-off section confirming whether the candidate has Achieved or Not Achieved.
 - The Tester must encourage the candidate to complete the candidate feedback box and initial after any comments; although optional.
 - If the candidate chooses not to complete this box, the Tester must enter 'No Comments' and initial.
 - If the candidate chooses not to sign the Sign-off sheet the Tester must write in the candidate's feedback box that the candidate refused to sign, the reason why and initial.
 - The Tester must check that the sign-off sheet has been completed in full before the candidate leaves the test site.
70. The completed documentation must be passed to the Accredited Centre by the end of the next Business Day so that the test can be resulted in accordance with Scheme requirements.



Once the candidate has been informed of Test result, the result cannot be changed without the approval of CPCS EQAs.



D

DELIVERY OF AN ON-SITE ASSESSMENT

- D1 Introduction
- D2 What is a CPCS On-Site Assessment?
- D3 What is Required to Deliver an On-Site Assessment?
- D4 Planning and Preparing to Deliver an On-Site Assessment
- D5 Tester Arrival
- D6 Assessment Induction
- D7 Assessment Delivery
- D8 Assessment Completion

D1 INTRODUCTION

The on-site assessment should be delivered in accordance with the following procedures.

- **Candidate Arrival:** Informal meet and greet (that need not be recorded or to take place in the test room).
- **Test Induction:** Overview of test protocols and the first recorded phase of the test.
- **Test Delivery:** Questions asked by the Tester and answered by candidate.
- **Test Completion:** Result given alongside appropriate feedback on performance.

D2 WHAT IS A CPCS ON-SITE ASSESSMENT?

On-Site Assessments can be used instead of Logbook hours to renew a CPCS Competent Operator (Blue) card.

On-Site Assessments can be used instead of a CPCS Competent Operator (Blue) card to renew a CPCS Tester card.

1. The assessment measures on-going operating ability and is normally carried out in the workplace.
2. The item of machinery used for the assessment must comply with the CPCS category and endorsement description.
3. Assessments must be taken on a one to one basis between the candidate and the Tester.
4. Assessments can be carried out during the candidate's normal work activities in their work environment, or at a suitable Test site that ensures the activities can be completed.
5. There are assessment standards for each category containing specific activities to be followed by the Tester and candidate.
6. The assessment sheet contains the activities, and a section to record the candidate's performance, outcome and Tester comments.
7. The candidate must achieve the required standard in the assessment to be deemed to have passed the On-Site Assessment operating standard.

D3 WHAT IS REQUIRED TO DELIVER AN ON-SITE ASSESSMENT?

Assessment Sheet

8. The Assessment Sheet combines the standards that the candidate is required to demonstrate on a category with a record of performance and sign off sheet.
9. If there is a concern as to the validity or currency of any of the assessment content, this feedback must be provided to CPCS.



Any feedback in relation to the assessment content, (for example relating to currency, validity or appropriateness), this should be provided to CPCS at product@jobcards.org, copying in the local CPCS EQAs.

Assessment Area

10. The Assessment Area must be free from hazards and conform to current workplace regulations.

The Machine

11. The machine must meet the detailed standards as set out in the activity standards; this may include capacity elements, attachment details and so on.
12. The machine must meet current legislation including in-date certification for inspections and thorough examinations.
13. All electronic aids, except 'non-assistance' types that are essential for operation and safety needs, or provide readouts only as per RCIs, must be immobilised.
14. The machine must be sufficiently clean to allow the candidate to complete visual pre-start checks in accordance with manufacturer's instructions.
15. The machine must be free of defects which can affect the integrity of the assessment, and configured accordingly so that assessment conditions emulates site best practice operating conditions.

Supporting Material

16. As required by regulations, the candidate must have access to the Manufacturers' Operator's Manual specific to the machine.
17. Appropriate certificates, lift plans and method statements must be available.
18. If applicable, measurement equipment must be available to ensure activities are completed within defined tolerances.

Duration

19. There is no specified amount of time set for the assessment period. Each candidate must be assessed on merit to determine the actual amount of time required to complete the assessment.

D4 PLANNING AND PREPARING TO DELIVER AN ON-SITE ASSESSMENT

The process of getting ready is an important factor towards the successful delivery of an assessment, and the following elements need to be considered:

- Resources required.
 - Activities defined.
 - Needs of the candidate.
 - Standards defined by CPCS.
20. Sufficient time should be allowed to ensure that all the resources required are prepared prior to the start time of the assessment.
 21. It is important to consider what may happen, and to ensure that you are prepared for any eventuality.
 22. The area used for testing must be segregated from all other works.
 23. It is important to ensure that sufficient consideration is given to scheduling of assessments during a day to ensure effective delivery, for example meals and comfort breaks.
 24. With the assessments taking place in the workplace away from the Accredited Centre, all information must be received by the Tester in advance and in good time to enable appropriate preparation to take place.
 25. There is a limit of fourteen assessments that can be carried out in one day (as defined in Scheme Booklet for Accredited Centres) subject to operational conditions e.g. weather.



CPCS specifies a maximum number of assessments that can be delivered in one day. However, a Tester shall not undertake so many assessments during the course of a single day as to compromise the integrity of the assessment process, or the Testers well-being.

D5 TESTER ARRIVAL

The Tester will need to be welcomed on arrival and familiarised with site procedures.

26. The assessment is taking place in the workplace, in an unfamiliar venue and so appropriate information must be provided to the Tester.
27. A pre-assessment briefing will be required and an appropriate venue sought.

D6 ON-SITE ASSESSMENT INDUCTION

The candidate should receive an induction that sets out all the information that they need to enable them to commence the assessment understanding what is to come, and who is involved.

28. The Assessment Induction should be completed prior to the start of the assessment.
29. The induction must include core elements that cover:
 - Confirmation of the details relating to Tester, candidate, venue and category.
 - A full induction to the assessment itself, and how it will be delivered, if required.
 - Appropriate personal protective equipment (PPE).
 - Whether machine familiarisation is required.
30. The candidate should be asked as to whether they have any known specific or special needs for example if they need anything else before beginning the assessment, such as medication. The candidate should then take any appropriate action prior to start to minimise the risk of stopping the assessment once it has started. Adequate support (reasonable adjustments) and guidance should be provided to ensure fair and equal treatment. The appropriate CPCS EQAs must be contacted to seek a concession if adjustments are to be made.



ASSESS THE CANDIDATE'S NEEDS AND TAILOR THE ASSESSMENT INDUCTION APPROPRIATELY

If a candidate is retaking an assessment or taking additional assessments for further categories within a short period of time, repetition of the details on the workings of the assessment may add little value. In these circumstances a candidate can choose to waive the right to this element of the induction.

D7 ASSESSMENT DELIVERY

31. Each activity may, if needed, be carried out at one or more locations, and at different times or days to allow the Candidate to meet the Assessment Standards.
32. Conditionally:
 - The same Tester must conduct each activity.
 - Each activity being conducted at a different location, time or day must be notified and each notification will incur an additional notification fee.
 - The time, date and location details must be recorded in the comments section, relating to the activity, on the Assessment Sheet.

During the Assessment

The assessment specifications clearly state the activities to be completed, and they will be specific to each category and associated endorsements. The Tester must ensure that the activities are completed in accordance with the specifications which will include notes on activity sequencing and detailed measurements including acceptable tolerances.

The Tester must ensure that they position themselves correctly so as to measure the candidate's performance throughout the assessment using observation skills to validate the candidate's actual performance against Scheme standards.

33. Follow assessment criteria, in the sequence defined in the assessment documentation ensuring the candidate clearly demonstrates each activity.
34. The assessment criteria will require the candidate to carry out pre-use checks prior to starting the engine, and whilst the engine is running. Manufacturer's guidance must be followed.
35. The candidate must be allowed to attempt all activities.
36. Close and continuous supervision of the candidate should be maintained.
37. The environment should be continually assessed to ensure it remains safe at all times.



EXAMPLES OF POOR PRACTICE IN ASSESSMENT DELIVERY

- x Making inappropriate comments about candidate performance.
- x Prompting or coaching the candidate during the test.
- x 'Leading' the candidate towards achieving assessment standards.
- x Stopping the assessment due to a non-achievement which poses no hazard to health (candidate should be allowed to finish).



Stopping the Assessment

- Should the Tester consider that the candidate's skills are limited to the extent that there is a real danger that they will be a hazard to themselves, the machine and others during the Assessment (i.e. lack of machine control) the Tester has the authority to stop the test. If this occurs, the reason(s) for stopping the assessment must be recorded on the Sign-off Sheet.
- Should the CPCS EQAs make the Tester aware of an unsafe situation, it is the responsibility of the Tester to take appropriate action.

Assessing a Candidate's Performance

38. This Assessment Sheet sets out a number of activities and specified standards.
39. The candidate's performance must be measured against the activities and specified standards.
40. To achieve, the candidate must meet all the required standards of the assessment.
41. The Assessment Sheet must be marked during the assessment by the Tester.
42. The Tester must record all outcomes and provide suitable comments.

Activity	Additional standards required including	Standards	Comments
I. Prepare the machine for work	Full pre-start and running checks completed. Identify information from the Operators Manual. Appropriate use of PPE. Correct method of entry/exit of machine	✓	

Assessing a Candidate's Performance - Advanced On-Site Assessments Only

43. For CPCS Category technical tests normally identified as "off centre" categories, where an activity cannot be undertaken due to operational restrictions, e.g. Piling operations, the Tester is permitted to undertake a professional discussion and questioning to confirm knowledge and understanding of the process by the candidate. The professional discussion and questioning must be video recorded by the Tester in line with CPCS Scheme Booklet for Accredited Centres for quality assurance purposes.
44. For CPCS Category technical tests normally identified as "On Centre" categories, it is expected that the practical activity is completed in full and no professional discussion or questioning is required.
45. Prior authorisation must be obtained from the Centre EQA to any professional discussion or questioning session taking place.

D8 ON-SITE ASSESSMENT COMPLETION

The Tester is responsible for ensuring that at the end of the assessment activities that feedback and paperwork are completed in accordance with Scheme documentation in a safe and suitable place.

46. On completion of the assessment activities the candidate must be verbally informed of the following:
 - The result.
 - Any assessment standards not met.
47. Provision of feedback and further information:
 - Areas where they did/did not perform to the required standard. This should be clear and constructive to identify the candidate's level of skill, including any areas that require improvement.
 - Next steps for continuing or progressing within the scheme.
 - The candidate must be provided with a copy of the completed On-site assessment paperwork. (With instruction to retain within the Logbook).
48. The Assessment Sheet must be fully completed including:
 - Clear and constructive feedback.
 - Any concessions agreed by the CPCS EQAs.
 - The Tester and candidate must sign the Sign-off Section.
49. The completed documentation must be passed to the respective Accredited Centre by the end of the next working day so that the assessment can be resulted in accordance with Scheme requirements.



Once the candidate has been informed of assessment result, the result cannot be changed without the approval of CPCS EQAs.

E

COMPETENCE INTERVIEW

- E1 Introduction
- E2 What is a CPCS Competence Interview?
- E3 What is Required to Deliver a Competence Interview?



E1 INTRODUCTION

In line with the Construction Leadership Council (CLC) requirements to phase out CPCS Competent Operator cards gained through Industry Accreditation by the 31 December 2024. CPCS introduced the CPCS Competence Interview as an agreed alternative method for the CPCS Competent Operator cardholders to renew their cards in the event that they do not hold a recognised VQ.

E2 WHAT IS A CPCS COMPETENCE INTERVIEW?

1. The purpose of the CPCS Competence Interview is to measure the candidate's level of theoretical knowledge in place of the VQ when a Competent Operator card was issued under grandfather rights.
2. The Competence Interview incorporates subject areas and discussion criteria.
3. Competence Interviews are delivered verbally and must be recorded for Quality Assurance purposes. This technique of questioning allows flexibility of the test and the opportunity for both the Tester and candidate to express themselves in a way that allows mutual understanding of both the question and the given answer.
4. Competence Interviews are conducted on a one-to-one basis between the candidate and the Tester.
5. There is a guideline duration at 90 minutes.
6. The Competence Interview is graded as a pass or fail.
7. CPCS quality assures the delivery of the test. A test may be:
 - Attended by CPCS EQAs who will observe the delivery of the test.
 - Reviewed retrospectively by CPCS EQAs by listening to the audio recording.

E3 WHAT IS REQUIRED TO DELIVER A COMPETENCE INTERVIEW?

A Competence Interview must be delivered in an appropriate room, be audio recorded, and use the appropriate question papers. If these elements are not in place the test should not take place.

Appropriate Room

8. The Competence Interview must be conducted in a room that meets the standards set by the Scheme Booklet for Accredited Centres. This should be the designated room at a Test Site or, for off-centre categories, in a room that meets the same standards.
9. Whilst the Accredited Centre is responsible for maintaining Test Site Competence Interview rooms, the Tester must ensure that the room meets the requirements. The Tester should therefore ensure that they arrive at the room with sufficient time to complete checks and take any appropriate remedial action. If carrying out an off-centre test, it is down to the Tester to ensure the room is appropriate and prepared for the activity.

Audio Recording Equipment

10. The Competence Assessment must be recorded as required in the Scheme Booklet for Accredited Centres.



F

QUALITY ASSURANCE

- F1 Introduction
- F2 Quality Assurance
- F3 Quality Assuring Test Delivery
- F4 Quality Assuring Feedback and Report
- F5 Appeals Against Sanctions

F1 INTRODUCTION

This section explains how NOCN Job Cards/CPCS will carry out compliance checks (Quality Assurance) to maintain the quality, consistency and integrity of CPCS Technical Tests and On-site assessments.

An Accredited Centre must allow unrestricted access to CPCS EQAs to all:

- Premises/sites where tests and assessments are being delivered or where there are related documents.
- Activities associated with the delivery of tests and assessments.

An Accredited Centre must comply promptly with all reasonable requests from NOCN Job Cards /CPCS for information in relation to CPCS Technical Tests or On-site assessments delivered by the Accredited Centre.

F2 QUALITY ASSURANCE

1. CPCS will undertake un-announced or announced quality assurance visits of tests, assessments, Accredited Centres and Test Sites to ensure compliance with Scheme Rules, specifications and the requirements of the CPCS Approved Code of Delivery.
2. The Quality Assurance and Verification Team allocate CPCS EQAs to carry out compliance checks to ensure delivery standards meet Scheme and CPCS Approved Code of Delivery requirements.
3. CPCS EQAs can act as a Tester's mentor and provide guidance of delivery standards.
4. CPCS EQAs may choose to quality assure tests and assessments at any stage through the process i.e. at the start, part way through or at the end.
5. To ensure that compliance checks are effective, CPCS EQAs must be given unrestricted access to all activities associated with the delivery of CPCS Technical Tests and On-site Assessments. Should the Accredited Centre or Tester not allow unrestricted access, this will result in the test or assessment not being recognised by NOCN Job Cards /CPCS and the Accredited Centre or Tester issued with a sanction.
6. CPCS EQAs must be allowed to take photographs, take copies of documents associated with tests and assessments, and ask to see/validate Test cards, to interview candidates and staff as necessary for quality assurance purposes.
7. CPCS EQAs can request that theory or Practical Tests and assessments are recorded in full using video equipment, ensuring all elements are recorded in accordance with the requirements below:
 - When videoing a Theory Test, the camera may be on a tripod and controlled by the Tester or a permanent fixture in the test room.
 - When videoing a Practical Test, the camera may be on a tripod or a body-worn camera.
 - The video recording must capture all elements of the test and reflect the true account of the actual test or assessment.
 - Any video recording must be retained by the Accredited Centre for a minimum of six years.
8. Accredited Centres and Testers can contact CPCS EQAs for advice on how video recording is to be undertaken.
9. CPCS EQAs may request copies of video recordings as part of their duties to quality assure the delivery of tests and assessments. Accredited Centres must comply promptly with any such requests; failure to do so will result in the test or assessment not being recognised by CPCS and the Accredited Centre and/or Tester issued with a sanction.
10. Photographs taken during the process of carrying out compliance checks may be used to underpin training programs associated with CPCS and in support of the quality assurance report.



Not allowing CPCS EQAs the appropriate access will result in the test or assessment not being recognised by CPCS.

11. The CPCS EQAs can request that the theory or Practical Tests or assessments are recorded in full using video equipment. Ensuring all elements are recorded in accordance with the requirements below:



BEST PRACTICE WHEN VIDEO RECORDING A TEST OR ASSESSMENT

- When recording a Theory Test the camera may be on a tripod and controlled by the Tester.
- When recording the Practical Test, the camera must be controlled by a third party and not the Tester.
- The recording must capture all elements of the test and reflect the true account of the actual test or assessment.
- Any recordings must be retained by the appropriate Accredited Centre.
- The Tester can contact the CPCS EQAs for advice on how the recording is to be undertaken.

F3 QUALITY ASSURING THE TEST DELIVERY

12. It is the responsibility of the Tester to determine whether the candidate has met the test or assessment standard. CPCS EQAs cannot stop a test or assessment. However, should the CPCS EQAs observe a breach of Health and Safety Legislation or an unsafe act, this will be highlighted to the Tester for the appropriate action to be taken, and then inform the Accredited Centre.
13. If the Tester does not fulfil all the requirements of the test or assessment standards/specifications or Scheme Rules and the candidate is graded as achieved, the test or assessment will not be recognised by CPCS.
14. CPCS EQAs will use a checklist when observing the delivery of a test or assessment which reflects the requirements of the Test specifications or Assessment standards. The checklist will cover the following elements:
 - General checks against Accredited Centre scheme rules.
 - CPCS Tester requirements.
 - Technical Test or On-Site Assessment delivery.
 - Technical Test or On-Site Assessment administration.
 - Quality Assurance requirements.
 - Compliance with test specifications and assessment standards.
15. The CPCS EQAs will confirm whether the Tester has acted in accordance with the scope of their role and fulfilled their responsibilities specified in this document.

F4 QUALITY ASSURANCE FEEDBACK AND REPORT

16. CPCS EQAs will confirm (on completion of the test/assessment) whether the Tester has acted in accordance the requirements set out in the CPCS Approved Code of Delivery which includes topics such professional conduct, delivery standards and completion of paperwork.
17. CPCS EQAs will provide verbal feedback to the Tester regarding their performance, recording observations/recommendations on the quality assurance report. Additional comments (if required) will be emailed to the appropriate Accredited Centre in support of the Quality assurance report.
18. The EQA Report contains a section which the Tester must sign confirming the CPCS EQA has discussed their performance.
19. CPCS EQAs will contact the Accredited Centre following a compliance check (usually the same day) either by phone or direct 'if the Centre is adjacent to the test site' and discuss the outcome of the report.
20. The quality assurance report is normally sent to the respective Accredited Centre within five working days.
21. CPCS EQAs may issue an action plan, action plan with written warning in the form of a sanction against the Accredited Centre and/or Tester for the purpose of correcting non-compliance with the requirements set out in the CPCS Approved Code of Delivery or a breach of Scheme Rules.
22. The Tester must discuss this with their respective Accredited Centre any necessary steps to comply with any actions plans or sanctions that have been issued, maintaining regular contact with CPCS EQAs to ensure effective correction of the non-compliance.
23. The CPCS EQA may recommend higher levels of actions by submitting a request for the Accredited Centre and/or Tester to be sanctioned to NOCN Job Cards (CPCS) Management Team.

F5 APPEALS AGAINST ACTION PLANS AND SANCTIONS

24. The Accredited Centre or Tester may appeal in writing within 10 working days of the sanction being issued clearly setting out the grounds of appeal to:

CPCS Product
NOCN Job Cards
PO Box 1242
King's Lynn
Norfolk
PE30 9FQ
Product@Jobcards.org



USE OF TRANSLATORS

- G1 Introduction
- G2 Impact on a Theory Test
- G3 Impact on a Practical Test



G1 INTRODUCTION

Translators can be used by a candidate whose first language is not English and who would have difficulty in translating given questions and conveying their knowledge and understanding to a Tester, and have difficulty in translating given instructions on a Practical Test. The process of using a Translator is a stressful situation for all parties and requires a high level of preparation and planning, and understanding of the situation on the day of the test.

1. CPCS has appointed an independent agency that can provide interpretation services to support the scheme. Paragraph 2.7 of the Scheme Booklet for Accredited Centres provides further information.
2. Testers must closely observe the interaction between the candidate and independent Translator to ensure that the Translator is carrying out an impartial role.



Where a Tester suspects that an Translator is providing alternative or additional answers to given questions, the test must be reported and the issue investigated.

G2 IMPACT ON A THEORY TEST

Impact on Resources Required to Deliver the Test

3. It is accepted that when a Translator is being used an extension should be applied. Up to double the time should be allowed.

Impact on Planning and Preparation

4. The Translator should be provided a copy of the candidate version of the questions well in advance of the test day to acquaint themselves with the nature of the translation required. They should not use their own version but the one supplied by the Accredited Centre or Tester on the day.
5. The majority of Translators will not have the required technical knowledge, therefore a meeting should take place to run through the process and discuss the technical aspects of the relevant category. The Tester must further clarify the test procedure to fully acquaint them with the requirements of the test.
6. Translators need to be informed that any queries from the candidate must be passed to the Tester, and not answered on their behalf by the translator.
7. Where a Translator is being used for several candidates within the same day, booking of Theory and Practical Tests must take into account comfort and refreshment breaks for Translators who may be contractually entitled to specific periods for breaks. This may limit the number of tests that can be undertaken compared to those who have a sufficient level of English appropriate to test requirements.



Translators must not to be given a copy of the answers either prior to or during the test.

Impact on Candidate and Translator Arrival

8. The candidate's level of understanding and speaking English should be established prior to notification of the test to determine the extent of needing translation services.

Impact on Test Induction

9. The Translator must identify themselves on the recording at the start of the test when introductions are taking place.

Impact on Test Delivery

10. Questions must be posed in a slow but clear delivery.
11. Further probing on selected questions can be undertaken to ensure that the answer given has been derived from the candidate.
12. Engagement must be established directly with the candidate, and so questions should be directed to the candidate and not the Translator.
13. When the candidate needs to extract information from the operator's manual, the aim of the questions is to determine the candidate's ability to seek and extract relevant information. Since the majority of manuals contain graphics and images, the question may be tailored to the seeking of graphical information. The Translator can only translate items such as content pages etc.

G3 IMPACT ON A PRACTICAL TEST OR ON-SITE ASSESSMENT

Impact on Resources Required to Deliver the Test

14. As the use of a Translator may prolong a test, the Tester can allow additional time to compensate for delays due to translation requirements.

Impact on Planning and Preparation

15. PPE requirements should be conveyed to the Translator prior to the test day, and it must be established whether the centre or translator will be supplying the required PPE.

Impact on Candidate and Translator Arrival

16. The candidate's level of understanding and speaking English should be established prior to notification of the test to determine the extent of needing translation services.
17. The Translator must be made aware that they must stay in a designated position and only approach a machine when directed to by the Tester. Failure to comply with the instructions of the Tester during the test means that the translator will be permanently removed from the test area.

Impact on Test Induction

18. The Translator must identify themselves to the candidate when introductions are taking place.
19. The Translator should receive the same level of induction as per the candidate, and probably being unfamiliar with a plant operating environment means that emphasis is placed on both safe positioning during the test, instructions on when safe to approach a machine, and any relevant emergency procedures. This is particularly crucial for off-centre categories being conducted on an active site.

Impact on Test Delivery

20. Instructions must be clearly provided to the candidate. The approach set out in the Theory Test section above are just as relevant to Practical Test delivery.
21. It must be established that the candidate knows the hand signals relating to stopping the machine and the emergency hand signal.
22. The Tester, through the Translator, must ensure that the candidate is clear of the requirement of each activity, prior to starting each activity.
23. The Tester needs to ensure that the Translator is in the safe designated zone before allowing the candidate to start each activity, and ensure they remain in the safe zone unless instructed by them to approach the machine.
24. Testers need to be aware that the Translator (in most cases) will be unfamiliar with site activities and oblivious of the many hazards and subsequent risks and ensure that an issue such as the wearing of PPE is maintained during the test.
25. Where radio communication is being used, particularly for lifting operations, a safe system of work must be established, to ensure correct instructions are being given.



H

SCRIPTS AND INDUCTIONS

- H1 Induction – Theory Test
- H2 Script – Theory Test
- H3 Script – Candidate who has Achieved the Theory Test
- H4 Script – Candidate who has NOT Achieved the Theory Test
- H5 Induction – Practical Test or On-Site Assessment
- H6 Script –Candidate who has Achieved the Practical Test or On-Site Assessment
- H7 Script –Candidate who has NOT Achieved the Practical Test
- H8 Script –Candidate who has NOT Achieved the On-Site Assessment
- H9 Induction – Competence Interview
- H10 Script – Competence Interview
- H11 Script – Competence Interview Completion

H1 INDUCTION - THEORY TEST (TO BE COMPLETED PRIOR TO AUDIO RECORDING)

- The test incorporates questions relating to:
 - Specific category and environment related health and safety.
 - Operators' roles and responsibilities.
 - Pre-start checks.
 - Category-specific preparation, operating and shut-down requirements.
- The Theory Test has guideline duration of minutes, but there is the option to take slightly longer at my discretion.
- The test will work as follows.
 - It will include questions.
 - For each question, I will advise you of the question number, confirm the maximum mark available and then read out the question.
 - There is a minimum achievement mark for this test, which is

If There is a Mandatory Question Also Read the Following

- This category includes mandatory questions which do not have a maximum mark but must be answered correctly therefore while you could achieve the minimum mark mentioned above if you answer the mandatory question incorrectly this test will be resulted as Not Achieved.

Test Induction (for those candidates who require it) - Continued

- I can repeat questions.
- You are expected to attempt each question, but you do have the option to 'pass' and we will then return to the question at the end of the test if there is still time available. However, if you have attempted to answer the question you cannot then choose 'pass' it and it will be marked accordingly.
- There are no distractor questions and they have not been designed to mislead candidates.
- I will accept answers provided, but may follow up with an additional question to help draw out further understanding, but I will not indicate whether your answer was correct.
- I will then inform you of the mark awarded, and record it onto the question and answer paper.
- No feedback will be provided during the test as to reasons for the mark awarded, but there will be a full feedback session at the end of the test when any issues can be discussed.

H2 SCRIPT - THEORY TEST (TO BE RECORDED)

Tester and Test Details

- I can confirm that the audio recording has now started.
- My full name is
- My Tester number is

To be Read Out by the Candidate

- My full name is
- My CPCS registration number is

To be Read Out by the Tester

- Also present is the CPCS EQA is
(if applicable)
- The Accredited Centre is
- The Centre number is
- The date is
- The time isam/pm.
- The test is being conducted at (name of Test site location).
- The category is (state the name and reference code for the category).
- The questions version number/date is
- The test notification number is
- Can you confirm that the Theory Test Induction was completed prior to the recording (MUST BE CONFIRMED BEFORE PROCEEDING).
- Can you confirm that your mobile phone is switched off.

To be read out if a Translator is Being Used

- A Translator is being used for today's test and the test will be translated in.....(state language being used).

To be Read Out by the Translator (if applicable)

- My full name is

Identification Check

- I am now checking the candidate's identity documentation and I have been shown theirand can confirm that the photograph is a true likeness.

Confirmation to Proceed to Test

- Would you now please confirm that you would like to continue on and commence the test?
- If no: the candidate has declined and therefore does not wish to go ahead and sit the test. This test session has therefore now finished and this test will be resulted as not achieved.
If yes: The test is now starting at.....am/pm.

H3 SCRIPT – CANDIDATE WHO HAS ACHIEVED THE THEORY TEST

Overall Result

- I can confirm that you have achieved the test today, congratulations.
- The test has lasted minutes.
- You achieved a total of marks out of a total of

Feedback on Candidate Performance

- Even though you have passed, there are certain areas where you failed to achieve all of the available marks, and in total for the test you dropped accumulated marks. I will take you through the questions now where you are required to do more reading to further your knowledge.
- I am documenting this feedback on the Sign-off Sheet.

Next Steps

- I have completed the Sign-off Sheet for you, which confirms your result and the feedback that we have discussed today.
- In your feedback section; you may write your comments here and sign at the end. If you don't wish to write any comments I can write No Comment and sign to confirm no comments have been made.
- I would like you to counter-sign the Sign-off Sheet, as a record of your acceptance.
- A copy of the Sign-off Sheet which includes a feedback section will be sent to you by the Accredited Centre in the next few days.
- You now have six months to continue on and achieve the appropriate Practical Test, which will then entitle you to apply to have this category placed onto an operator card.
- Have you got any questions that you would like to ask me about what happens next or progression through the scheme?

Feedback on Test Experience

- I would welcome your comments on the overall test experience. Is there anything that could be improved?
- Thank you for your time today, I am now stopping the audio recording.

H4 SCRIPT – CANDIDATE WHO HAD NOT ACHIEVED THE THEORY TEST

Overall Result

- I can confirm that you have now completed the test
- It has lasted minutes.

Result Choose which option suits the test result:

Option 1: Where minimum mark and mandatory questions are not met:

- You achieved a total of marks out of a total of
- Regretfully, this means that you have not met the test standard today.

Option 2: Where minimum mark achieved but mandatory question incorrect:

- You achieved a total of marks out of a total of However, you did not answer the mandatory question correctly.
- Regretfully, this means that you have not met the test standard today.

Option 3: Where the candidate has not met the guideline duration for the questions:

- You achieved a total of marks out of a total of
- Regretfully, this means that you have not met the test standard today.

Feedback on Candidate Performance

- I would like to share with you the areas where you didn't achieve all of the available marks, in total for the test you dropped accumulated marks and I will take you through these now and give feedback and suggestions as to how you could improve your performance.
- I am documenting this feedback on the Sign-off Sheet.

Handover of Final Paperwork

- I have completed the Sign-off Sheet for you, which confirms your result and the feedback that we have discussed today.
- I would like you to make any comments you feel are appropriate within this section of the sign-off sheet and tick the relevant box to confirm whether you agree or disagree with my feedback and then counter-sign the Sign-off Sheet, as a record of your acceptance.
- A copy of the Sign-off Sheet which includes a feedback section will be sent to you by the Accredited Centre in the next few days, if requested.

Next Steps

- Unfortunately, you cannot now proceed onto the appropriate Practical Test.
- You will need to re-attempt this Theory Test at a later date.
- For your information, there is an appeals process if you disagree with the test outcome.

Feedback on Test Experience

- I would welcome your comments on the overall test experience. Is there anything that could be improved?
- Thank you for your time today, I am now stopping the audio recording.

H5 – INDUCTION - PRACTICAL TEST OR ON-SITE ASSESSMENT

Tester and Test Details (not necessary if the same Tester has just delivered a Theory Test for the same candidate unless being videoed)

If test is videoed please read out the following:

- Date.
- Tester Name.
- Candidate Name.
- Category and Endorsement.
- Make and Model of Machine.
- Confirmation of familiarity.
- Test Duration.

Confirmation of ID (not necessary if the same Tester has just delivered a Theory Test for the same candidate unless being videoed).

Test Induction

- The test will work as follows:
 - For each activity, I will advise you of the details and any appropriate measurements
 - You will need to work through the standard pre-start activities as identified in the operator's manual and identify additional information requested by the Tester.
 - There are mandatory elements. These must ALL be carried out correctly to pass the test. If you do fail a mandatory element, the test will be allowed to continue to completion so that your full range of capability can be identified. The test will only be stopped if there is a real danger that you are a hazard to yourself, the machine or others.
 - There are also defined faults that will be awarded penalty marks during the test and to pass the test you must not exceed eight penalties.
 - There is a time limit for the test and it isand I will inform you of the start time.
 - No feedback will be provided during the test but there will be a full feedback session at the end including a detailed discussion on performance.

Confirmation to Proceed to the Test

H6 SCRIPT – CANDIDATE WHO HAS ACHIEVED THE PRACTICAL TEST/ON-SITE ASSESSMENT

Overall Result and Feedback on Candidate Performance

- I can confirm that you have now completed the test/assessment.
- It has lasted minutes (Practical Only)
- This means you have successfully met the test standard today, congratulations.
- Even though you have met the standard you accumulated penalty points and I will take you through these now.
- I am documenting this feedback on the Sign-off Sheet/Assessment Sheet.

Handover of Final Paperwork

- I have completed the Sign-off Sheet/Assessment Sheet, which confirms your result and the feedback that we have discussed today.
- You have the option to add your comments.
- I would like you to counter-sign the Sign-off Sheet/Assessment Sheet, as a record of your acceptance.
- A copy of the Sign-off Sheet/Assessment Sheet which includes a feedback section will be sent to you by the Accredited Centre in the next few days.

Next Steps

- I can now present you with the CPCS Letter of Achievement (Practical Test Only).
- The centre will apply for this category to be added to your card (Practical Test Only).
- Have you got any questions that you would like to ask me about what happens next or progression through the scheme?

Feedback on Test Experience

- I would welcome your comments on the overall test experience, is there anything that could be improved?
- Thank you for your time today, the test process is now completed.

H7 SCRIPT – CANDIDATE WHO HAS NOT ACHIEVED THE PRACTICAL TEST

Overall Result and Feedback on Candidate Performance

- I can confirm that you have now completed the test
- It has lasted minutes.
- Use option as appropriate:
 1. You successfully met certain mandatory elements however you accumulated.....penalty points which exceeded the threshold of eight allowed faults to achieve on the test and I will take you through these now. For example, during completion of activity on you did not
 2. You did not successfully meet certain mandatory elements and you accumulated penalty points which was below the threshold and I will take you through these now.
 3. You did not successfully meet certain mandatory elements and you accumulated penalty points which exceeded the threshold of eight allowed faults to achieve on the test and I will take you through these now. For example, during completion of activity.....on you did not
- This means that you did not meet the required standards today.
- I am documenting this feedback on the Sign-off Sheet.

Handover of Final Paperwork

- I have completed the Sign-off Sheet, which confirms your result and the feedback that we have discussed today.
- You have the option to add your comments.
- I would like you to counter-sign the Sign-off Sheet, as a record of your acceptance.
- A copy of the Sign-off Sheet which includes a feedback section will be sent to you by the Accredited Centre in the next few days.

Next Steps

- Unfortunately, we cannot now apply for an operator card.
- You will need to reattempt this Practical Test at a later date.
- For your information, there is an appeals process if you disagree with the test outcome further information is in the Scheme Booklet for Operators.

Feedback on Test Experience

- I would welcome your comments on the overall Test experience, is there anything that could be improved?
- Thank you for your time today, the test process is now completed.

H8 SCRIPT – CANDIDATE WHO HAS NOT ACHIEVED THE ON-SITE ASSESSMENT

Overall Result

- I can confirm that you have now completed the assessment.
- You did not meet the assessment standards on this occasion.

Feedback on Candidate Performance

- I would like to share with you the areas where you were unable to demonstrate the expected standards, and offer you some feedback and suggestions as to how you could improve your performance.

Handover of Final Paperwork

- I have completed the Assessment Sheet, which confirms your result and the feedback that we have discussed today.
- I would like you to counter-sign the Assessment Sheet, as a record of your acceptance.
- A copy of the Assessment Sheet will be sent to you by the Accredited Centre in the next few days.

Next Steps

- You will need to re-attempt this assessment at a later date if required.
- For your information, there is an appeals process if you disagree with the assessment outcome further information is in the Scheme Booklet for Operators.

Feedback on Assessment Experience

Thank you for your time today, the assessment process is now completed.

H9 INDUCTION – COMPETENCE INTERVIEW

Information about the CPCS Competence Interview

The CPCS Competence Interview has been created as an accepted alternative to achieving the full NVQ under the Construction Leadership Council rules. The purpose is to check the candidate's competence in specific subject areas.

The Competence Interview incorporates subject areas with questions relating to:

- Specific category and environment related health and safety.
- Operators' roles and responsibilities (this is a mandatory requirement).

The Competence Interview has a guideline duration of 90 minutes, but there is the option to take slightly longer at my discretion.

The Competence Interview will work as follows:

- 'Subject areas' have been numbered and within each subject area there are different elements. You will be assessed on each element, and I will advise you of the subject and element numbers.
- You are required to give sufficient information to achieve each element.

Interview Induction

- I can repeat any element if you would like me to – just ask.
- You are expected to attempt all elements, but you do have the option to 'pass' and we will return to that element at the end of the Interview if there is still time available.
- There are no distractor subject areas and the subject areas have not been designed to mislead candidates.
- I will accept the responses that you provide and I may probe further to help draw out examples of competence, but I will not indicate whether your response was sufficient.
- No feedback will be provided during the Interview, but there will be a feedback session at the end of the Interview when any issues can be discussed.
- If an element is Not Achieved you will be required to reattempt the Interview on another date. There must be at least 48 hours between Interview attempts.
- There is the possibility that CPCS Job Cards Quality Assurance personnel may arrive at any point to monitor this Interview.

H10 SCRIPT - COMPETENCE INTERVIEW

Tester and Test Details

- I can confirm that the audio recording has now started.
- My full name is
- My Tester number is

To be Read Out by the Candidate

- My full name is
- My CPCS registration number is
- Also present is the CPCS EQA is
(if applicable)
- The Accredited Centre is
- The Centre number is
- The date is
- The time isam/pm.
- The Competence Interview is being conducted at (name of Test site location).
- The test notification number is
- Can you confirm that the Competence Interview Induction was completed prior to the recording (MUST BE CONFIRMED BEFORE PROCEEDING).
- Can you confirm that your mobile phone is switched off

Confirmation

- I am now checking the candidate's identity documentation and I have been shown their ... and can confirm that the photograph is a true likeness.
- I am now asking the candidate to confirm that they have turned any mobile phone / devices to silent or turned them off, and to place them in full view on the table and refrain from using them until the Competence Interview is complete, unless there is an emergency.
- Confirmation to proceed with the Interview
- Would you now please confirm that you would like to continue on and commence the interview?
- If no: the candidate has declined and therefore does not wish to go ahead and sit the Interview. This Interview session has therefore now finished and this Interview will be resulted as not achieved.
- If yes: The Interview is now starting at ... am/pm.

H11 SCRIPT - COMPETENCE INTERVIEW COMPLETION

I can confirm that you have now completed the Interview, and it has lasted ... minutes.

You have Achieved

The Competence Interview is recorded as achieved, you have now met CLC requirements to continue to hold a CPCS Competent Operator card after 31 December 2024.

You have Not Achieved

Unfortunately, the Interview has not been achieved as you have not demonstrated the required competence within the subject areas. You will have to reattempt the Competence Interview on another occasion.

Feedback

- I am documenting this feedback and recording each subject area as Achieved / Not Achieved.
Handover of final paperwork
- I have completed the sign-off for you, which confirms your result and the feedback that we have discussed today.
- I would like you to make any comments you feel are appropriate and tick the relevant box to confirm whether you agree or disagree with my feedback, and then counter sign as a record of your acceptance.
- For the benefit of the recording can I please ask you to read out any responses / feedback you have given.
- A copy of this sheet which includes a feedback section will be sent to you by the Test Centre in the next few days.
- For your information, there is an appeals process if you disagree with the Interview outcome.

CHECKLISTS

- 11 Checklist of Acceptable Identity Documentation
- 12 Checklist of Actions to Ensure Full Preparation to Deliver a Theory Test
- 13 Checklist for Candidate Arrival
- 14 Checklist of Actions to Ensure Full Preparation to Deliver a Practical Test
- 15 Checklist of Actions to Ensure Full Preparation to Deliver an On-Site Assessment
- 16 Checklist for NOCN Job Cards Quality Assurance Personal Access



I1 CHECKLIST OF ACCEPTABLE IDENTITY DOCUMENTATION

Must include a photograph and signature

- Photograph card driving licence.
- Passport.
- A non UK driving licence with a photograph and signature.
- An EU identity card with a photograph and signature.

If the candidate does not have one of the above forms of identification they will need to have two items of valid ID (no more than 6 months out of date), one from List A and one from List B below:

List A

- Non-UK Driving Licence
- Work ID Card
- EU Country ID Card
- Scheme Card
- Student ID Card
- Citizens Card
- Trade Union Card
- British Armed Forces Card
- Proof of Age Card
- Young Scots Card

List B

- Credit card
- Debit Card
- Paper Driving Licence
- UK Travel Document
- Inland Revenue Card
- National Insurance Card/HMRC letter
- B79 Notification of Discharge Letter
- Bank Statement
- Building Society Passbook
- Cheque Guarantee Card

Photocopies will not be accepted.

12 CHECKLIST OF ACTIONS TO ENSURE FULL PREPARATION TO DELIVER A THEORY TEST

In Advance

- Profiling to be completed prior to the commencement of the Technical Test.
- Receive from the Accredited Centre the details of the test that is to take place, including the name of the candidate, candidate reference, test location, date and start time, category, test reference (this is best delivered through a copy of the notification from TCMS)
- Talk to the Accredited Centre to determine whether the candidate has any known specific or special needs that might impact on test delivery, and to determine any reasonable adjustments that could be made to ensure fair and equal treatment.
- If a translator is to be used, check the specific additional criteria which is outlined in Section F: Use of a Translator.
- Ask whether there is another activity booked immediately afterwards in the same room, in case additional time is required.
- Allow sufficient travel time to arrive at the test location in order to complete necessary preparations.

Documentation

- Review the latest version of the question and answer paper.
- Gather any necessary supporting information.
- Prepare the question and answer paper (either printed copy to hand, or a locally saved electronic version) by completing the Basic Details Section. Note: The start time entered should be the actual start time and NOT the notified start time if different.
- Print out the matching question only paper in case the candidate would like a copy.
- Print out, and prepare a Sign-off Sheet.
- Prepare any scripts that may be required to support delivery of the test.
- Have available a pen and notepaper.

At the Test Venue

- Review the site emergency procedures.
- Review welfare facilities to ensure working and fit for purpose, and ensure appropriate steps are taken to redress any issues.

At the Test Room

- Check the room to ensure that it meets the Scheme requirements, and ensure appropriate steps are taken to redress any issues.
- If planning to use the electronic question and answer paper, check computer equipment and the test paper to ensure functioning correctly.
- Trial the audio recording equipment, check it is working and has sufficient capacity.
- Check that the timing device is available and in working order.
- Confirm that own mobile phone/device is turned off or on silent.

13 CHECKLIST FOR CANDIDATE ARRIVAL

On arrival the candidate should be informed of the following:

- Location of welfare facilities (for example toilets).
- Emergency procedures and any planned drills.
- Notes cannot be taken into the test room.
- Mobile phones/devices should be turned off (or placed on silent), placed in full view on the table, and only then used in the case of an emergency.

An audio recording of the test will be made but that they will be told when the recording commences.

14 CHECKLIST OF ACTIONS TO ENSURE FULLY PREPARED TO DELIVER A PRACTICAL TEST

In Advance

- Receive from the Accredited Centre the details of the test that is to take place, including the name of the candidate, test location, date and start time, category, test reference (this is best delivered through a copy of the notification from TCMS)
- Talk to the Accredited Centre to determine whether the candidate has any known specific or special needs that might impact on test delivery, and that you are able to make any reasonable adjustments to ensure fair and equal treatment.
- If a translator is to be used, ensure that they are briefed and meet the requirements for PPE. (Section F provides further guidance on the use of translators).
- If a supporting operator is required, check that one has been allocated and that they are certificated and competent.
- Determine the type, model and make of machine to be used for the test, ensure that it meets the test specification.
- Ensure familiarisation with the pre-start checks that will need to be completed including any emergency procedures such as emergency lowering procedures on MEWP platforms.
- Read and understand the risk assessment and method statement so that you are able to ensure test delivery complies with requirements.
- Check that you have the appropriate PPE to comply with the specific site risk assessment.
- Ask whether there is another test booked immediately afterwards using the same resources, in case additional time is required.
- Allow sufficient travel time to arrive at the test location in order to complete necessary preparations.

Documentation

- Ensure that you are familiar with the latest version of any test documentation.
- Review the Practical Test specification and ensure that familiar with the activities set out.
- Gather any necessary supporting information, such as the manufacturer's instructions and operator's handbook.
- Prepare any scripts required to deliver the test.
- Print out, and prepare a Grading Sheet, completing the Basic details section. Note: The start time entered should be the actual start time and NOT the notified start time if different.
- Print out, and prepare a Sign-off Sheet, completing the Basic details section.
- Have available a pen and notepaper.

At the Test Site

- Review site emergency procedures (especially for off-centre categories).
- Review welfare facilities to ensure meet criteria.

At the Practical Test Area

- Check that timing device, and measurement equipment are available and in working order.
- Check that all resources required for Practical Test activities are available.
- Check that the conditions are appropriate.
- Check that own personal mobile phone/device is turned off or on silent.
- Check that unauthorised personnel cannot enter the Practical Test area.

At the Machine

- Check the machine to ensure meets current health and safety legislation and the Practical Test specification, and that appropriate certification is available.
- Check that the machine is in good working order, is safe to use and is clean and free from material which would restrict the candidate from making a full and detailed inspection.
The manufacturers' operator manual must be with machine and in good order

How to Manage an Off-Centre Test

- Confirm in advance that site security and management are expecting the Tester and any access arrangements have been met.
- Confirm in advance that the test may be quality assured and that access arrangements should be put in place for a potential NOCN Job Cards Quality Assurance personnel visit.
- Agree in advance location and rules for meeting the candidate.
- Arrive earlier.
- Have a site induction/or update if been before.
- Discuss with the lead person on site the nature of the test and requirements including risk assessment.

15 CHECKLIST OF ACTIONS TO ENSURE FULLY PREPARED TO DELIVER AN ASSESSMENT

In Advance

- Receive from the Accredited Centre the details of the assessment that is to take place, including the name of the candidate, assessment location, date and start time, category, test reference (this is best delivered through a copy of the notification from TCMS).
- Talk to the Accredited Centre to determine whether the candidate has any known specific or special needs that might impact on assessment delivery, and that you are able to make any reasonable adjustments to ensure fair and equal treatment.
- If assessment is being delivered on site – to be discussed with the assessment venue
 - o Confirm that site security and management are expecting the Tester and any access arrangements have been met.
 - o Inform that the assessment may be quality assured and that access arrangements should be put in place for a potential NOCN Job Cards Quality Assurance personnel visit.
 - o Agree in advance location and rules for meeting the candidate.
 - o Discuss with the lead person on site the nature of the test and requirements.
- If supporting personnel are required, check that they have been allocated and that they are certificated and competent.
- Determine the type, model and make of machine to be used for the assessment, ensure that it meets the assessment specification.
- Ensure familiarisation with the pre-start checks that will need to be completed, including any emergency procedures such as emergency lowering procedures on MEWP platforms.
- Read and understand the risk assessment and method statement to ensure assessment delivery complies with requirements.
- Check that appropriate PPE complies with the specific site risk assessment.
- Ask whether there is another assessment booked immediately afterwards using the same resources, in case additional time is required.
- Allow sufficient travel time to arrive at the assessment location in order to complete necessary preparations.

Documentation

- Ensure that you are familiar with the latest version of any assessment documentation.
- Review the assessment sheet and ensure that familiar with the activities set out.
- Identify any necessary supporting information, such as the manufacturer's instructions and operator's handbook.
- Prepare any scripts required to deliver the assessment.
- Print out, and prepare an Assessment sheet, completing the Basic details section.
- Have available a pen and notepad.

At the Assessment Site

- Report to site management and receive appropriate induction.
- Review site emergency procedures.

At the Assessment Area

- Check that measurement equipment is available and in working order if required.
- Check that all resources required for assessment activities are available.
- Check that the conditions are appropriate.

- Check that own personal mobile phone/device is switched off or on silent.

At the Machine

- Check the machine to ensure it meets current health and safety legislation, the assessment standards and that appropriate certification is available.

Check that the machine is in good working order, is safe to use and is clean and free from material which would restrict the candidate from making a full and detailed inspection.

16 CHECKLIST FOR NOCN JOB CARDS QUALITY ASSURANCE PERSONNEL ACCESS

NOCN Job Cards Quality Assurance personnel must be allowed to do the following during a Quality Assurance visit:

- To take photographs.
- To take copies of documents associated with tests or assessments.
- To ask to see Tester cards.
- To interview staff.
- To interview candidates.

Note: Information (including photographs) collected or obtained from compliance checks may also be used for future CPCS training purposes (e.g. to other centres or Testers training) with the aim to raise awareness of good and poor practices. This information is not intended to directly mention or identify Accredited centres or Testers and such identity will be protected unless we have express consent from the Centre or Tester (as appropriate) to disclose their identity. This information (including photographs) will be used to support and provide evidence for quality assurance reports and may subsequently be used in further investigations, appeals and disputes.



APPENDIX

- Appendix A: Medical Fitness for Operating Plant
- Appendix B: Questioning Techniques
- Appendix C: Giving Constructive Feedback
- Appendix D: Further Information on Appointed Person (A61) Theory Test Delivery
- Appendix E: Further Information on Advanced Theory Test Delivery
- Appendix F: Practical Test Delivery for Candidates with Disabilities and Young Adults
- Appendix G: Practical Test Delivery for Categories Including Lifting Operation Activities
- Appendix H: Observation Techniques
- Appendix I: Further Information on Appointed Person (A61) Practical Test Delivery
- Appendix J: Further Information on Advanced Practical Test Delivery
- Appendix K: Further Information on Advanced On-Site Assessment Delivery

APPENDIX A: MEDICAL FITNESS FOR OPERATING PLANT

1. Safely and effectively operating plant and equipment requires a degree of dexterity, alertness, understanding as well as other traits such as effective vision and hearing for many categories.
2. Medical fitness relates to health issues around occupational effectiveness and is defined as physically and mentally capable of undertaking the tasks that an individual is required to carry out. This is in addition to safety issues created by the work environment e.g. working in dusty conditions.
3. An operational assessment should be devised against the relevant category of plant for testing purposes and candidates undertaking the Practical Test should be advised prior to the test day of conditions where a degree of fitness-for-work would be required to be successful on the test. Examples include:
 - Sufficient visual acuity (with corrected vision if required) to accurately carry out the activities expected in the time available
 - Hear with sufficient acuity (with hearing aids if required) to be given instructions and react to warnings
 - Climbing ladders to degree required to access/egress operating positions of plant to height
 - Walking, bending, looking, accessing covers etc. when carrying out pre-start checks
 - Moving or lifting loads such as accessories to the degree required for preparation work
 - Ability to exit restricted worksite spaces or cabs in an emergency;
 - Accurately control the item of plant using standard manufacturer-fitted controls
4. Where issues relating to fitness to operate the item of plant to effectively undertake the test may become apparent, advice relating to the required medical fitness should be sought from the employer or other.
5. Where candidates have a disability, APPENDIX F: Practical Test Delivery for Candidates with Disabilities and Young Adults provides further information.
6. Where the effects of drugs or alcohol may be suspected, Testers should consult with their accredited centre to determine appropriate measures.
7. The Strategic Forum Plant Safety Group has been working in conjunction with the Health and Safety Executive, UK Contractors Group, Constructing Better Health, Occupational Health providers and others to draw up new guidance aimed specifically at the management of medical fitness issues for persons operating plant.

APPENDIX B: QUESTIONING TECHNIQUES

Asking the candidate questions is the main method to use to find out whether or not the candidate has the necessary underpinning knowledge and understanding of tasks they are performing.

8. CPCS Theory Test questions have been written to enable the Tester to check a candidate's knowledge and understanding. A Tester may rephrase a question to aid comprehension and to replace terminology that is applicable to the type of machine or industry.
9. The skill of the Tester is to extract key words of the question, create sub questions and pose in such a manner that gives the candidate the chance to evaluate key words of the question and form a response. It also allows the candidate to justify their answer. This method can show that understanding has not only been demonstrated, but can be more easily recalled in the future.

10. Another method of ensuring understanding, where the candidate is unable to fully provide the answer, is for the Tester to create a familiar scenario, either through experience, role play or a 'what if' scenario. This method is particularly useful where the candidate is an experienced operator, and the Tester may use (the candidate's) past experiences which again culminate in overall understanding for the particular question.
11. Here are some examples of different questioning techniques you can use and suggestions for when to use them.

Type of question		Use when		Example
Open	›	You want to gain an overall impression, information or you are encouraging the candidate to speak.	›	'How do you check the engine oil level?'
Closed	›	You want confirmation or a yes or no answer.	›	'You checked the engine oil level on the machine, is that right?'
Probing	›	As a follow-up.	›	'What type of PPE would you wear?'
Prompt	›	If your candidate is nervous, is making obvious mistakes or seems completely blank.	›	'Is there anything else you would wish to add?'
Clarifying	›	If you or the candidate is not clear about something.	›	'Can you go over the procedure again? I'm not sure I understood everything.'

Remember...

12. Don't ask leading questions, or you could find yourself making wrong assumptions, or judging your own competence and not the candidate.

APPENDIX C: GIVING CONSTRUCTIVE FEEDBACK

Constructive feedback is information specific, issue focused and based on behaviours observed during the test/assessment. It is therefore important that all candidates receive feedback on completion of their Test or Assessment whether Theory or Practical.

Effective feedback provides the basis for adjusting performance and enables you to recommend any remedial training.

13. The Tester must:
 - Give candidates feedback at an appropriate time and place i.e. at the end of the test or assessment.
 - Give candidates feedback in a constructive and encouraging way, which meets their needs.
 - Clearly explain your test/assessment decisions.
 - Advise candidates who have not achieved on how to develop further to meet the required standards.
 - Encourage candidates to give their feedback on the test process.
14. Candidates need feedback on their performance after every test or assessment. Here are some occasions when feedback is needed, and what to do.

Feedback is needed when...	What to do...
Candidate performance does not meet the required standard.	Give feedback on the areas where the candidate has not met the standards and the reason why.
The candidate needs further development or training.	Identify the training needs of the candidate and recommend any remedial training.
The candidate achieves the required standard.	Brief the candidate how they did this by going through your observations explaining how they met the standard. Give advice on any areas of improvements needed. Praise them for their efforts where they perform particularly well – for example, where performance goes beyond the requirements of the standards.

APPENDIX D: FURTHER INFORMATION ON APPOINTED PERSON (A61) THEORY TEST DELIVERY

This appendix describes the adjustments that should be made to the delivery of the Theory Test for Appointed Person (A61). The A61 Theory Test, unlike other Theory Test, requires written answers to given questions and is not recorded electronically. The written papers will be marked separately and so the candidate will not be advised of their result on completion of the test.

How to Deliver a CPCS Appointed Person Theory Test

15. The test requires written answers.
16. Up to eight candidates may be tested collectively.
17. The test is marked after completion and results will not be notified to the candidate until 5 working days.
18. As both the theory and practical elements are written, they can be completed in any order.
19. If a candidate achieves on the Practical Test but does not achieve on the theory they will only be required to re-take the Theory Test provided it is completed within six months on Practical Test achievement date.

Impact on Resources Required to Deliver the Test

20. The candidates must have a functioning blue or black pen, and spares must be available.
21. The test room must be of a sufficient size with:
 - A table and chair for each candidate (up to eight candidates).
 - Adequate space separating each candidate (at least 1.25m).
 - Candidates unable to see each other's answer paper.
22. There is no requirement to audio record the test.
23. Resource materials as specified must be available for reference by candidates including (for a full list please refer to the test specification):
 - Individual copies of BS 7121 Parts 1, 2 and 3.
 - Copies of the ACoP for PUWER 1998 and LOLER 1998.
24. Question and answer papers act as a guide to the Tester marking the test and are not used during the actual test.

25. Sufficient paper must be provided for candidates to write their answers.

Note: There are no specific template answer papers provided by CPCS.

Impact on Test Induction

26. The induction does not need to be recorded.

Impact on Test Delivery

27. The guideline duration is 75 minutes for A61 and the Tester is responsible for managing this effectively, with warnings given half way through the test and 10 minutes before the end.
28. If a candidate requests question clarification this may be offered, but this must not interrupt other candidates. However, the Tester must not lead a candidate to the answer, state the answer, imply an answer or in any way make the question so obvious that no check on retained knowledge has occurred.
29. The candidates must conduct themselves in an appropriate manner for a written test with no communication between candidates during the test.
30. If a candidate arrives late, they should not be allowed to join the session and disrupt the other candidates.
31. A candidate may choose to stop and finish their test at any time. They should raise their hand to gain the attention of the Tester, hand in their question paper and then leave the room with minimal interruption and impact on other candidates.
32. Candidates should remain in the room until they have completed their test. If they leave the test room their paper will be assumed to be complete and collected by the Tester for marking.
33. The test will be completed when the end time is reached, and candidates should be asked to stop writing.
34. All question papers and candidate answer papers should be collected. Once handed in answer papers must not be returned to the candidate for amendment.

Impact on Test Completion

35. The answer papers will be marked after completion of the test.
36. The answers given by the candidate must not be altered.
37. The Sign-off Sheet must be completed with written feedback and any concessions.
38. The answer papers and Sign-off Sheets must be submitted to the Accredited Centre to enable them to be result to CPCS within five working Days of completion of the test.
39. The candidate must receive the same information on completion of the test as for a standard test, but this can be delivered in written format..



EXAMPLES OF POOR PRACTICE IN APPOINTED PERSON THEORY TEST DELIVERY

- x Providing candidates with copies of the questions and answers in advance of the test.
- x Allowing candidates that arrive late to join the session and disrupt the other candidates.
- x Room set up that enables candidates to see each other's answer papers.
- x Candidates conferring and talking during the test.
- x Candidates taking notes into the test room.
- x Candidates being allowed to leave the room, and then return to continue with their test.
- x Refusing to allow the candidate to use the reference materials specified.
- x Answering candidate queries in a way that leads them to the answer.
- x Altering a candidate's answer when marking the test.
- x Taking longer than seven days to return the marked tests and completed Sign-off sheets to the Accredited Centre.

APPENDIX E: FURTHER INFORMATION ON ADVANCED THEORY TEST DELIVERY

This section describes the adjustments that should be made to the delivery of the Theory Test, when it is an advanced Theory Test.

Advanced tests are designed for the attainment of Tester cards but can be used towards CPCS Operator cards as well.

The advanced Theory Test operates in an identical manner to the standard Theory Test using the same question papers, but it has to be quality assured, and the achievement mark is 100%.

What is a CPCS Advanced Theory Test

40. The advanced test is based on the same question bank as the standard Theory Test.
41. There is a pass mark of 100%. This is critical to ensure that those training and testing future operators fully understand the content and are able to articulate the answers.
42. The test must be quality assured live.
43. The candidate can progress onto the advanced Practical Test if they achieve a minimum of 80% (the pass mark for a standard Theory Test) although they will have to re-sit the Theory Test at a later date and achieve 100% to be able to apply for a Tester card which must be explained to the candidate.

Impact on Resources Required to Deliver the Test

44. There is no difference in resource requirements to the standard Theory Test. The same question and answer papers are used.

Impact on Planning and Preparation

45. The only difference to the standard Theory Test is the need to liaise with the CPCS EQA to ensure that they are able to attend and have all necessary details with regards any site specific peculiarities.
46. The Accredited Centre will ensure that the Record of Category Experience has been approved by the CPCS EQA in accordance with scheme requirements.

Note: The CPCS EQA will be provided a copy on the day of the test.

APPENDIX F: PRACTICAL TEST DELIVERY FOR CANDIDATES WITH DISABILITIES AND YOUNG ADULTS

Referenced from Section 8.5 of the Scheme Booklet for Accredited Centres

47. Under The Disability Discrimination Act 1995 (the Act) and revised Code of Practice for Trade Organisations, Qualification Bodies and General Qualification Bodies (the Code), Accredited Centres as a qualification body has obligations. The Code defines a qualification body as:
'An authority or body which can confer, renew or extend a professional or trade qualification. For this purpose, a professional or trade qualification is an authorisation, qualification, recognition, registration, enrolment, approval or certification which is needed for, or which facilitates engagement in, a particular profession or trade.'
48. This Act makes it unlawful for Accredited Centres to discriminate against a person with disabilities in relation to conferring professional or trade qualifications. The Act does not prevent the Accredited Centre from treating people with disabilities more favourably than those who have none.
49. One of the ways in which an Accredited Centre can discriminate against people with disabilities is when it fails to comply with a duty imposed on it to make 'reasonable adjustments' in relation to them. The duty to make a reasonable adjustment arises where a provision, criterion or practice applied by or on behalf of an Accredited Centre places a person with disabilities at a substantial disadvantage compared with people who have none. Accredited Centres have to take such steps as are reasonable for them to take in all circumstances to prevent that disadvantage – in other words they have to make a 'reasonable adjustment'. Where the duty arises, Accredited Centres cannot justify a failure to make a reasonable adjustment.
50. As a qualifications body, an Accredited Centre has a duty to make reasonable adjustments to the way it confers, renews, or extends professional or trade qualifications (except in respect of competence standards). It owes this duty to a person with disabilities who holds a qualification conferred by it and to an applicant with disabilities or potential applicant for such a qualification.
51. Having reviewed the Act and the Code, CPCS see no reason why the candidate should not be able to provide verbal answers to the following points or tasks:
 - Remove and replace safety pins when changing a bucket.
 - Pre-start check .
 - Carry out depth checks.
 - Use of a laser level.
52. In the event that an Accredited Centre requires guidance concerning candidates with disabilities, please apply the above taking into account that Accredited Centres can make 'reasonable adjustments' in relation to the person with disabilities undertaking a CPCS Technical Test.

APPENDIX G: PRACTICAL TEST DELIVERY FOR CATEGORIES INCLUDING LIFTING OPERATION ACTIVITIES

Referenced from Section 8.6 of the Scheme Booklet for Accredited Centres

53. An Accredited Centre shall ensure that an activity requiring plant equipment to carry out lifting operations as part of a CPCS Practical Test is undertaken in such a manner to comply with:
- The Health and Safety at Work Act 1974.
 - The Provision and Use of Work Equipment Regulations 1998 (PUWER).
 - The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER).
 - relevant Codes of Practice.
 - best practice documents, such as the BS 7121 series, applicable to the item of plant.
54. It is therefore the responsibility of the Accredited Centre to ensure that all lifting operations meet the minimum requirements listed below.
- They are planned by a competent person, ensuring that there is a written safe system of work.
 - Method statements and risk assessments (lift plan) are completed, implemented and updated accordingly.
 - Lifting equipment provided for the lifting operation is compliant with LOLER 1998.
 - Lifting equipment and accessories are tested and/or thoroughly examined in accordance with legislation.
 - Lifting equipment and accessories is visibly marked with the safe working load, as required by regulations.
 - Loads are marked clearly with their weight and are in good condition to be used.
 - Roles and responsibilities of those involved with the lifting operation and the requirements of the lift plan are clearly communicated between the lifting team.
 - A suitable communication code and protocol (signals and radio) is agreed as part of the safe system of work.
 - There is close and continuous supervision of the lifting operation. (If qualified, the CPCS Tester may undertake this role.)
55. Information applicable to the use of lifting equipment and lifting accessories is made available.

APPENDIX H: OBSERVATION TECHNIQUES

Here are some Dos and Don'ts to bear in mind when observing activities:

Dos	Don'ts
Record observations during the test/assessment to ensure everything is recorded as it happens.	Rely on memory to complete grading or assessment sheets.
Compile brief notes that prompt the main points you observe during the test/assessment.	Become distracted during the key observation elements of a test/assessment whilst taking notes.
Brief the candidate on the observation process.	Allow those not involved in the test/assessment to distract the candidate.
Choose the appropriate observation position.	Be: <ul style="list-style-type: none">• Obtrusive.• Over-bearing.• Too close to the candidate.

APPENDIX I: FURTHER INFORMATION ON APPOINTED PERSON (A61) PRACTICAL TEST DELIVERY

This section describes the adjustments that should be made to the delivery of the Practical Test for Appointed Person (A61). The A61 Practical Test, unlike other Practical Tests, requires written responses to given scenarios. The test measures ability through a practical planning activity using supplied data which should be completed within the given time limit.

The papers will be marked separately and so the candidate will not be advised of their result on completion of the test.

What is a CPCS Appointed Person Practical Test

56. The test involves planning a lifting operation from various lifting scenarios.
57. The test incorporates three main elements:
 - Risk Assessment.
 - Method Statement.
 - Technical drawing to scale.
58. The test requires written information to be provided.
59. Up to eight candidates may be tested collectively.
60. The test is marked after completion and results will not be notified to the candidate until a later date.
61. As both the theory and Practical Tests are written, they can be completed in any order.

Impact on Resources Required to Deliver the Test

62. Candidates must have a selection of functioning pens and pencils, and spares must be available.
63. Graph paper of sufficient size (e.g. A3) must be available for planning activities.
64. Lined paper must be available for additional notes.
65. Candidates must have appropriate equipment for lift planning activities for example scale rule, compasses etc. and spares must be available.

66. The test room must be of a sufficient size with:
 - A table and chair for each candidate (up to eight candidates).
 - Tables of sufficient size to accommodate reference and drawing material.
 - Adequate space separating each candidate (at least 1.25m).
 - Candidates unable to see each other's answer paper.
67. Resource materials as specified must be available for reference by candidates including
 - Individual copies of BS 7121 Parts 1, 2 and 3.
 - Copies of the ACoP for PUWER 1998 and LOLER 1998.
 - A selection of crane specifications (unmarked) as detailed in the resource section of the test specification.
68. There are a number of different scenarios defined by CPCS. A full set (one of each) should be available in sealed unmarked envelopes.
69. There is a defined risk assessment and method statement template which must be provided to each candidate.
70. There is a given time (as indicated in the Practical Test specification) for the completion of the test. This ensures that a candidate has sufficient planning skills to be productive in current and future employment.

Impact on Test Induction

71. The element of the induction relating to the actual test should be modified to reflect the desktop nature of the test.
72. The standards of the Practical Test grading sheet must be explained to the candidates prior to starting the test. It is recommended to allow candidates sight of the grading sheet.

Impact on Test Delivery

73. Before the start of the test; the candidates:
 - Must be allowed to choose a scenario at random.
 - Must put their name on the risk assessments and method statement.
74. The candidate will complete the Risk Assessment/Method Statement and produce two scaled drawings showing the lift details that accompanies the statement.
75. All boxes within the Risk Assessment/Method Statement must be completed legibly with either the required information or marked N/A.
76. Drawings must show plan and elevation and have an identifiable scale. Candidate's details should also be shown on each drawing.
77. Graph-type paper may be used for the drawing.
78. A suitable factor of safety must be determined and applied to the load for each scenario by the candidate. The factor of safety determined must be justified and relevant to the operation.
79. To be successful on the test, candidates must pay particular attention to detail. Information stated on the drawing **MUST** be replicated correspondingly in the risk assessment/method statement and vice-versa.
80. The duration of the test should be managed effectively, with warnings given half way through the test and 10 minutes before the end.
81. If a candidate requests clarification this may be offered, but this must not interrupt other candidates. However, the Tester must not aid a candidate in completing their lift plan.
82. The candidates must conduct themselves in an appropriate manner with no communication between candidates during the test.
83. The candidates may leave the room for comfort breaks, but should not take any paperwork out of the room, or bring anything additional back in.

84. A candidate may choose to stop and finish their test at any time. They should raise their hand to gain the attention of the Tester, hand in their question paper and then be escorted from the room with minimal interruption and impact on other candidates.
85. The test will be completed when the end time is reached, and candidates should be asked to stop.
86. All scenarios and candidate answer papers should be collected. Once handed in papers must not be returned to the candidate for amendment.

Impact on Test Completion

87. The papers will be marked after completion of the test.
88. The Grading Sheet is divided into various sections that map directly to the Risk Assessment/Method Statement. The bracketed number in the left-hand column relates to the section number in the Risk Assessment/Method Statement form.
89. If undertaken or recorded correctly, the Tester will enter the letter Y (yes) against each item. If not undertaken/recorded or undertaken/recorded incorrectly, the letter N (no) will be entered against the relevant item.
90. The candidate must achieve all items marked with an asterisk and a minimum of eight of the remaining items to be successful on the test.

Grading Sheet Example (part)

	Criteria	Standard	Y/N
Section A (1) General details	1. Customer	As stated in given scenario	
	2. Name of site contact	As stated in given scenario	
	3. Phone number of contact	As stated in given scenario	

91. The answers given by the candidate must not be altered.
92. The Sign-off Sheet must be completed with written feedback and any concessions.
93. The papers and Sign-off Sheets must be submitted to the Accredited Centre to enable them to be resulted to CPCS within seven Business Days of completion of the test.
94. The candidate must receive the same information on completion of the test as for a standard test, but this can be delivered in written format.



EXAMPLES OF POOR PRACTICE IN APPOINTED PERSON THEORY TEST DELIVERY

- x Providing candidates with crane specifications in advance of the test.
- x Room set up that enables candidates to see each other's papers.
- x Candidates conferring and talking during the test.
- x Candidates taking notes into the test room.
- x Tables that are not large enough to enable the test papers and reference materials to be laid out.
- x Not providing or refusing to allow the candidate to use the reference materials specified.
- x Having insufficient resources and copies of documentation.
- x Answering candidate queries in a leading way.
- x Altering a candidate's paper when marking the test.
- x Taking longer than seven days to return the marked tests and completed Sign-off sheets to the Accredited Centre.

APPENDIX J: FURTHER INFORMATION ON ADVANCED PRACTICAL TEST DELIVERY

This section describes the adjustments that should be made to the delivery of the Practical Test when an advanced Practical Test.

The advanced Practical Test operates in an identical manner to the standard Practical Test using the same test specifications and an additional advanced specification, but it has to be quality assured, and the penalty threshold is 5 as opposed to 8 on the standard test.

What is a CPCS Advanced Practical Test

95. The purpose of the Advanced Practical Test is to test the operating ability of individuals who wish to become a Tester within the scheme through a series of practical activities based on core operating skills.
96. CPCS quality assures the delivery of the advanced Practical Tests by requiring that NOCN Job Cards Quality Assurance personnel are in attendance.

Impact on Resources Required to Deliver the Test

97. The Advanced Practical Test is based on the same Practical Test specification as the standard test, but with an additional specification sheet.
98. There is a different Advanced Grading Sheet which specifies the threshold for the faults section at a maximum of five penalties awarded.
99. The duration may be different to the standard Practical Test.

Impact on Planning and Preparation

100. The only difference to the standard test preparation is in the need to liaise with the NOCN Job Cards Quality Assurance personnel to ensure that they are able to attend and have all necessary details with regards any site specific peculiarities.

Impact on Test Induction

101. The test induction is very similar to the standard Practical Test with only the following differences:
- The lower threshold for penalties awarded in the faults section needs to be explained.
 - That NOCN Job Cards Quality Assurance personnel will be present and that they need to be introduced.

APPENDIX K: FURTHER INFORMATION ON ADVANCED ON-SITE ASSESSMENT DELIVERY

This section describes the adjustments that should be made to the delivery of the on-site assessment when it is an advanced on-site assessment.

What is a CPCS Advanced On-site Assessment

102. The purpose of the Advanced On-Site Assessment is to assess the operating ability of individuals who wish to add a category to their Tester Card from the same family grouping through a series of practical activities based on core operating skills.
103. CPCS quality assures the delivery of the Advanced On-Site Assessments by requiring that NOCN Job Cards Quality Assurance personnel may be in attendance.

Planning and Preparation

104. There is no difference to the standard practical preparation. NOCN Job Cards Quality Assurance personnel may attend but it is not mandatory as with the Advanced Technical Test, but they may request evidence that if the AOSA is to be carried out off centre that the site meets assessment specifications.
105. The Record of Experience must be sent to the EQA five working days prior to the notification of the AOSA to gain approval.

Assessment Induction

106. The test induction is the same as the Standard Practical Test.

APPROVED CODE OF DELIVERY



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