CPCS Scheme Booklet for Test Centres
Nothing in this booklet shall limit the individual’s or employer’s responsibility to act in a safe manner and in compliance with the law.

CPCS reserves the right to change these rules at any time.
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FOREWORD

CPCS is an industry scheme developed by industry for the industry.

The Construction Plant Competence Scheme (CPCS) provides skills cards for the plant sector of the construction and allied industries. It was launched in 2003 and since then over 300,000 cards have been issued across 60 Categories of plant and related occupations. However, we (the CPCS Management Committee) continually review and amend the scheme in the light of on-going industry feedback, and external factors (such as latest occupational health issues, technology advances and new plant types) is where the scheme has undertaken such amendments.

One of the scheme’s main successes is the CPCS Technical Test, delivered by CPCS Testers working through CPCS Test Centres. The test ensures independent assessment of an individual’s operating ability and their underpinning knowledge on entry to the scheme and enables us to maintain and improve the quality and robustness of the scheme.

The on-going changes and commitment to standards made by the CPCS Management Committee members have been reflected in the Health and Safety Executive’s independently commissioned report on routes to competence in the construction sector, undertaken by Pye Tait. Although the report raised many issues concerning certification and carding, CPCS was the only plant scheme that was recognised as exemplar. This finding vindicates the industry and its federations and employers as well as Test Centres in both supporting and improving a true competence-based scheme.

We maintain our focus on ensuring that the scheme is centred on the principles of independent, rigorous assessment of operating ability and for assurance of competence and raising of standards expected in the plant sector. We continue to preserve ways to allow individuals to maintain or re-apply for expired cards, and providing extensions whilst working towards competency.

With on-going changes come on-going challenges and we look forward to continuing work with industry and our Test Centres to ensure that the scheme further contributes to establishing a competent, safe and efficient plant industry.

Trevor Gamble MBE

CPCS Management Committee Chairman
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1. Introduction

1.1. Background

The Construction Plant Competence Scheme (CPCS) provides skills cards for the plant sector of the Construction Industry. It was launched in 2003, at the request of employers, to help them comply with regulations and requirements, and aims to apply common standards for all plant operators. CPCS covers a large range of plant and plant-related Categories and more are continually added.

CPCS is owned by NOCN Job Cards, which allocates staff to manage and administer it on behalf of the CPCS Management Committee that develops its policy and strategy.

1.2. Purpose

The purpose of this document is to provide CPCS Test Centres with the information that they need to successfully deliver CPCS Technical Tests and On-site Assessments to standards endorsed by the CPCS Management Committee.

This Scheme Booklet (including the schedules and articles) form the current document, which is part of the Centre Agreement, and therefore compliance with the contents of this Scheme Booklet is a requirement of test centre approval or registration.

This Scheme Booklet (including the schedules and articles) may be amended from time to time by NOCN JOB CARDS. Any such amendments/updates shall be deemed to be accepted by the Test Centre one month after publication and shall supersede any earlier versions that may have been attached to the Centre Agreement.

1.3. References

- CPCS Scheme Booklet for Operators contains rules for individuals entering CPCS as an Operator.
- CPCS Scheme Booklet for Testers contains rules for individuals when entering CPCS as a Tester.
- CPCS Technical Test Specifications.
- Approved Code of Delivery (ACoD).
2. Scope of operations

A Test Centre is responsible for providing a single point of service to individuals who wish to attain a CPCS Card.

2.1. Promote CPCS

A Test Centre must use reasonable efforts to promote and extend the market for CPCS to all potential customers.

2.2. Assist individuals with enquiries

2.2.1. A Test Centre must assist individuals with their enquiries about CPCS and the services that the Test Centre offers, and ensure that individuals are advised correctly about how to attain the most appropriate CPCS Card to meet their needs.

2.2.2. A Test Centre must, if requested, provide individuals enquiring about CPCS Technical Tests with a cost quotation, broken down into the following areas.

- CPCS notification fees (theory and practical) – refer to Schedule 1: Fees.
- Test Centre delivery cost (including CPCS Tester time) – refer to Schedule 2: Maximum charges.
- Plant/machinery use or hire costs (not payable if Candidate brings their own).
- CPCS Tester expenses (if CPCS Tester to travel off centre to complete the CPCS Technical Test).

2.3. CPCS Terms & Conditions and Data Protection Statement

A Test Centre must ensure that the Candidate has read, fully completed and signed the ‘CPCS Terms & Conditions and Data Protection Statement’ prior to the delivery of the CPCS Practical Test if the Candidate wishes to obtain a Trained Operator Card. The ‘CPCS Terms & Conditions and Data Protection Statement’, when printed, should be double-sided. It is the Candidate’s responsibility for ensuring the mailing address for the card details are entered by them and not the Test Centre.

If the Candidate declines to complete the ‘CPCS Terms & Conditions and Data Protection Statement’, they waive their right to a CPCS theory or practical test and the issue of a CPCS card.

2.4. CPCS Technical Test

A Test Centre must use and deliver the latest CPCS Technical Tests in accordance with scheme requirements. (Refer to Section 5: CPCS Technical Test delivery.)

A Test Centre may only deliver CPCS Technical Tests in the Categories that it is approved or registered to offer.

2.5. Provision of Translator

CPCS has appointed an independent agency that can provide a translator service to support the scheme. If a Candidate who cannot speak English approaches a Test Centre, and with their agreement, the Test Centre should support the candidate by co-ordinating and organising a translator. A Test Centre may only use a translator from the agency appointed by NOCN Job Cards. (Refer to Article C for further information about the appointed agency.)

The costs associated with the provision of the translator from the agency and the costs of administering this service can be passed onto the Candidate over and above the maximum charges. (Refer to Schedule 2: Maximum charges for further information.)

The purpose of the theory test is to measure the candidate’s level of theoretical knowledge and understanding; the translator must not assist the candidate during the test for example writing down the answers, providing guidance to the question answer. The translator must not encourage or advise the candidate to ‘pass’ on questions unless guided by the Tester.
The purpose of the practical test is to measure the candidates operating ability through a series of practical activities; the translator must not assist the candidate during the test by indicating or proving guidance on how to correctly complete the practical activities.

### 2.6. CITB Health, safety and environment test

A Test Centre must be able to either deliver or arrange for Candidates to complete a CITB Health, safety and environment test.

#### 2.6.1. Deliver Health, safety and environment test

A Test Centre that wishes to deliver the CITB Health, safety and environment test themselves must provide evidence of their agreement with CITB’s chosen service provider (currently Pearson VUE) to do so, including their service provider centre reference number.

In the event that a Test Centre loses their approval or has a sanction applied against them that impacts on their ability to offer the CITB Health, safety and environment test, the Test Centre must immediately inform the NOCN Job Cards Quality Assurance Personnel.

#### 2.6.2. Arrange Health, safety and environment test

A Test Centre that wishes to arrange the CITB Health, safety and environment test with CITB’s chosen service provider (currently Pearson VUE) must provide an auditable referral mechanism to ensure that Candidates have been provided with details of how to progress to achieve their Health, safety and environment test.

#### 2.6.3. Appropriate Health, safety and environment test

A Test Centre must ensure that Candidates take the appropriate CITB Health, safety and environment test applicable to the category of plant (as defined in the Scheme Booklet for Operators and/or Testers). Failure to do so will result in CPCS Card applications being rejected.

### 2.7. VQ

A Test Centre must be able to deliver or arrange for Candidates to complete an appropriate VQ to enable them to obtain a blue Competent Operator Card.

#### 2.7.1. Deliver VQ

A Test Centre that wishes to deliver the VQ themselves must provide evidence of Awarding Body approval in the occupations of plant operations, piling operations, demolition, controlling lifting operations, or other relevant qualifications – as relevant for category approval (or local equivalent, for example, in Scotland), including their centre reference number.

In the event that a Test Centre loses their approval or has a sanction applied against them that has an impact on the award of the appropriate VQ, the Test Centre must immediately inform the NOCN Job Cards Quality Assurance Personnel.

#### 2.7.2. Arrange VQ

A Test Centre that wishes to arrange the VQ to be delivered by a third party must provide evidence of an agreement with the third party and provide evidence of the third party’s Awarding Body in the occupations of plant operations, piling operations, demolition, controlling lifting operations, or other relevant qualifications – as relevant for category approval (or local equivalent, for example, in Scotland), including the third party’s centre reference number.

If the third party loses their approval or has a sanction applied against them that has an impact on the award of the appropriate VQ, the Test Centre must inform the NOCN Job Cards Quality Assurance Personnel by the next Business Day.

A Test Centre must provide an auditable referral mechanism to ensure that Candidates have been provided with details of how to progress to achieve their VQ.
2.8. CPCS Card applications

2.8.1. CPCS Operator Card applications – Trained Operator Card

A Test Centre must ensure that the Candidate has read, fully completed and signed the CPCS Terms & Conditions and Data Protection Statement prior to the delivery of the CPCS Practical Test if the Candidate wishes to obtain a Trained Operator Card. The CPCS Terms & Conditions and Data Protection Statement, when printed, should be double-sided.

If there is no photograph within CPCS-ON (the online notification and results submission system), the Test Centre must take a photograph of the individual, using a digital camera, and upload it to CPCS-ON. (Refer to Article D for acceptable photograph format.)

A Test Centre must request the Trained Operator Card electronically (providing 2.3 has been met) within two clear Business Days of the CPCS Technical Test completion. (Refer to 2.8.3 for conditions in relation the dispatch of the Trained Operator Card.)

2.8.2. CPCS Operator Card applications – Competent Operator Card

A Test Centre must ensure that the application form for a first CPCS Operator Card or to add further Categories (F1/1) is fully completed on passing the CPCS Standard Practical Test, and that the applicant signs Section A.

If the Candidate has failed to bring a photograph with them, a Test Centre must take a photograph of the individual using a digital camera, and upload when resulting the Technical Tests. The CPCS Tester who delivered the CPCS Technical Test must sign the declaration on the application form for a first CPCS Operator Card or to add further Categories (F1/1).

A Test Centre must send all application forms for a first CPCS Operator Card or to add further Categories (F1/1) directly to CPCS, and ensure that they are received by NOCN Job Cards at the address indicated on the application form within two clear business days of the Test completion. Alternatively, the Test Centre can complete the Carding Without Application (CWA) form and email CPCS Customer Operations for processing.

2.8.3. Card dispatch (if sent to Test Centre by CPCS)

A Test Centre must ensure that on receipt of a card it is forwarded onto the Candidate within two Business Days. Failure may result in additional charges being applied to the Test Centre for the re-issue of the card.

2.8.4. Card applications using Carding Without Application (CWA) process

A Test Centre must ensure that the Candidate has completed the Data Protection Statement and Terms & Conditions form before using this process. Test Centres should complete the spread sheet available through CPCS-ON and submit to CPCS Customer Operations. Should the Candidate indicate they wish the card to be mailed to the Test Centre then the Test Centre must ensure this is forwarded onto the Candidate within two Business Days of receipt. Failure may result in additional charges being applied to the Test Centre for the re-issue of the card.

2.8.5. CPCS Tester card applications

A Test Centre must support a Candidate who has passed the CPCS Advanced Practical Test in the completion of the application form for a first CPCS Tester Card or to add further Categories (F3/1).

A Test Centre must support a Candidate in their application for a CPCS Tester Card if the CPCS Advanced Technical Test is the last element required to meet the CPCS Card requirements, as set out in the Scheme Booklet, in the same manner as detailed in 2.8.2 above.

2.9. Other card schemes and certification

A Test Centre may offer alternative means of certification such as in-house cards or registration with other card schemes providing that the customer is made fully aware that the offer being made is not for a CPCS Card and is neither comparable nor quality assured by NOCN Job Cards.
In-house cards/certificates issued by the Test Centre must not infer any association with CPCS in any manner, either directly or indirectly (including wallets containing cards or other similar material, advertising or promotional materials). Additionally, any supporting documentation for in-house cards must not infer any association with CPCS.

2.10. CITB Grant applications

A Test Centre must support eligible employers (who are CITB registered) to claim CPCS-related grants from CITB. **Note: Test Centres should refer to the CPCS-On User Guide for information on requesting grant claims prior to the resulting of a CPCS technical test notification.**

A Test Centre must inform the Candidate (or inform the employer directly) that the employer may be eligible for grants on the Candidate’s completion of the following activities:

- training
- passing the CPCS Technical Test
- the award of SVQ or NVQ qualifications
- adding categories to a competent operator card

Information on CITB Grants and how to claim them can be found on the CITB website [www.citb.co.uk/grant](http://www.citb.co.uk/grant).

Payment is subject to the CITB Grant policy conditions being met in full.

2.10.1. CPCS Technical Test grant applications

A Test Centre must ensure that the Candidate is given the opportunity to provide their employer’s Levy Registration number and name upon achievement of a CPCS Technical Test, and that this information is captured on the CPCS Technical Test sign-off sheet and submitted to CPCS through the appropriate channel.

2.11. Training

A Test Centre may deliver training using the same facilities provided for testing, as long as there is no conflict between the training and CPCS Technical Test delivery. It is unacceptable for any training activity to disrupt a CPCS Technical Test.
3. Structure, facilities and obligations

A Test Centre and its approved or registered CPCS test sites must be able to meet CPCS requirements for facilities and obligations.

A Test Centre can have as many CPCS test sites as it wishes, but each must be individually approved or registered.

Should a Test Centre wish to move its registered Test Centre location and or Test Site, the Test Centre contact must inform the relevant NOCN Job Cards Quality Assurance Personnel prior to any changes occurring.

3.1. CPCS Test Centre

3.1.1. Legal right to use

A Test Centre must provide evidence of ownership, or legal right to use the CPCS Test Centre, for the delivery of activities related to the scheme and that it complies with any planning regulations.

3.1.2. Publication of details

A Test Centre must declare on the Test Centre application whether it wishes for its details, and those of its test sites, to be made public on the CPCS website as a source of information to Candidates seeking a Test Centre.

A Test Centre must notify in writing to the NOCN Job Cards Quality Assurance Personnel if it wishes for a change to be made to the details published.
3.1.3. **Named Contact**

A Test Centre must provide a telephone number, email address, and identify a named individual who has overall responsibility for the Test Centre and the Centre Agreement, and who can be contacted if sanctions are imposed and/or changes to the scheme occur.

3.1.4. **Account**

A Test Centre must have an account: either a credit account. A Test Centre must comply with NOCN Job Cards payment terms.

3.1.5. **Insurance**

A Test Centre must have adequate insurance cover at all times in respect of risks that may occur when carrying out activities associated with CPCS.

The minimum insurance requirements to operate as a Test Centre are as follows:

- Employer Liability insurance with a minimum level of cover as required by law; and
- Public Liability insurance with a minimum level of cover of £5million; and
- Professional Indemnity insurance with a minimum level of cover of £2million.

It is the responsibility of the Test Centre to ensure, and to procure, that it has adequate insurance against any actions, claims or demands that may be brought or made against it by any person injured or suffering damage or loss in connection with its activities, when carrying out activities associated with CPCS.

A Test Centre shall on request provide access to copies of the relevant insurance certificates and proof of payment of the last applicable premiums.

3.1.6. **Management system**

A Test Centre must implement a management system that provides a reliable means of complying with the conditions set out in this document, including the items listed below:

3.1.6.1. A written risk assessment for the area which takes into account all the activities that are to be undertaken by the machine, supporting personnel, and nearby activities.

3.1.6.2. A health, safety and environment policy.

3.1.6.3. An accident and emergency procedure.

3.1.6.4. An equal opportunities policy.

3.1.6.5. An organisation structure with named individuals and job roles.

3.1.6.6. A documented process for administration and customer care.

3.1.6.7. A documented process for quality assurance to ensure staff and facilities are compliant on an on-going basis with the Scheme Booklet for Test Centres:

   - Test Centre structure, facilities and obligations with Test Sites
   - CPCS Testers
   - CPCS Technical Test delivery
   - CPCS Technical Test administration and notification.

3.1.6.8. Named Contact responsible for quality assurance.

3.1.6.9. A documented process for handling a Candidate appeal against a CPCS Technical Test or On-Site Assessment result.
A Test Centre must ensure that all their staff, whether employed or contracted, who undertake activities associated with CPCS, are fully aware of their duties and responsibilities in regard to CPCS rules and requirements. A Test Centre must hold regular meetings, which are minuted, with all staff associated with CPCS activities.

A Test Centre shall provide to CPCS, if requested, any copies of customer research or customer satisfaction surveys undertaken.

3.1.7. Internal quality assurance

A Test Centre must be internally quality assured. You must ensure that your Internal Quality Assurance team are working to the most current scheme rules and delivery standards including the CPCS Approved Code of Delivery (ACoD). The Centre is responsible and accountable for ensuring that they have a documented internal quality assurance strategy that assists risk management of those associated with the delivery process and how this will ensure a safe robust delivery of CPCS Technical Tests, On-site Assessments and claims for CPCS cards. This includes the Centres validation process for sign-off sheets relating to both CPCS Theory and Practical tests.

A Test Centre must have a documented sample plan that covers all aspects of the testing and assessment process, as well as all Testers over a measured time period detailed in the quality assurance strategy. The Centre must also demonstrate that standardisation of activities such as team update briefings are planned and documented for team members including Testers by the internal quality assurance staff.

A Test Centre must ensure internal quality assurance is planned, documented and occurs throughout the whole process of test and assessment delivery including regular sampling of tests and assessments notified by the Test Centre and provide support to the Tester following all internal quality assurance activities.

A Test Centre must ensure there are opportunities for the Continuous Professional Development (CPD) for the Internal Quality Assurance team and Testers.

The Test Centre must have a quality management system in place and provide access, to their premises, people and records, to NOCN Job Cards Quality Assurance Personnel as required.

3.1.8. Facilities

A Test Centre must comply with the law and regulations pertaining to the workplace, first aid and fire regulations and all building and facilities shall be:

3.1.8.1. well maintained, in good structural condition and repair;
3.1.8.2. free from major defects;
3.1.8.3. in relation to plumbing, utilities, mains and subsidiary components (such as electrics, water and gas), fit for purpose and certificated, where required, in accordance with occupational building regulations.
3.1.8.4. decorated to a level where only minor refurbishment may be required.
3.1.8.5. easily recognisable for those approaching the Test Centre from normal access routes.
3.1.8.6. well lit, ventilated and in a clean, dry and habitable condition.

Further, the Test Centre must ensure the following are available:

3.1.8.7. a reception and waiting area with sufficient seating.
3.1.8.8. a sign-in book for visitors.
3.1.8.9. safe access and egress, including emergency routes and exits.
3.1.8.10. emergency procedures, which include a method for calling the emergency services.
3.1.8.11. a fire risk assessment and fire procedure statements.
3.1.8.12. appropriate classes of fire extinguisher in line with the risks identified in the fire risk assessment.
3.1.8.13. staff trained in the use of fire extinguishers.
3.1.8.14. signage conforming to the Health and Safety (Safety Signs and Signals) Regulations and BS 5499.
3.1.8.15. a clearly identifiable and suitably stocked first aid box.
3.1.8.16. a clean toilet, in working order and free from stored, unrelated toilet materials.
3.1.8.17. washing facilities (fixed basin) with hot (or warm) and cold running water, soap and hand drying facilities.
3.1.8.18. drinking water.
3.1.8.19. identifiable parking locations (where provided) for visitors.
3.1.8.20. safe access from parking areas (where provided) to the premises of the business.

3.1.9. Professional conduct

A Test Centre must ensure that all personnel (whether full-time, part-time, contracted or temporary) associated with CPCS activities conduct themselves in an appropriate manner so as not to bring the NOCN Job Cards or CPCS in disrepute.

NOCN Job Cards and CPCS will not tolerate aggressive or confrontational behaviour, for example physical or verbal abuse, loud speech, swearing or shouting including tone of voice, inappropriate email, letters, voice mail or messages.

NOCN Job Cards and CPCS will not tolerate any form of malpractice, for example knowingly carry out activities that they do not have permission to conduct as a result of an administration error.

3.2. Test Centre administration (situated within the Test Centre’s premises)

The Test Centre administration must be located and delivered within the registered Test Centre premises.

3.2.1. Named Contact

A Test Centre must provide a telephone number, email address and identify a named individual, who has overall responsibility for the administration and administration procedures, and who can be asked for by name by NOCN Job Cards Quality Assurance Personnel when completing a visit or contacted by CPCS, during Working Hours.

3.2.2. Commercial premises

The Test Centre’s administration must be conducted from commercial premises (for example, one for which non-domestic rates are applicable), which must not be situated within a residential property or within the curtilage of any residential property.

3.2.3. Contact hours

The premises from which the Test Centre’s administration is carried out must be open and staffed during Working Hours, thus enabling Candidates to make contact (this must not be via an answer-machine).

CPCS has the right to visit the Test Centre without notice during Working Hours and ask to view records and documents associated with CPCS.

3.2.4. Assist customers with enquiries
A Test Centre must be able to respond to customer enquiries during Working Hours, and provide correct information on all aspects of CPCS and related CITB Grants.

A Test Centre must respond to customer complaints within 10 Business Days.

3.2.5. **Records and document management**

A Test Centre must:

3.2.5.1. establish and maintain reliable, secure and auditable systems for document management, which incorporates all assistance provided with customer enquiries;

3.2.5.2. keep accurate records of all documentation (in a specific CPCS Test Centre File) including:

- CPCS Technical Tests and/or On-Site Assessment that they carry out at the named Test Centre including grading and sign-off sheets;
- insurance documentation;
- agreements with VQ providers for delivery of VQs;
- management system information;
- the completed double-sided CPCS Terms & Conditions and Data Protection Statement;
- copies of the LGV licence for Candidates applying for Concrete Pump-Truck Mounted Boom (A06) and Vacuum Excavator – LGV – Semi powered arm and LGV Fully powered arm (A78 E & F);
- NOCN Job Cards Quality Assurance and audit reports; and
- risk assessments, policies and procedures
- Record of Category Experience.

for a minimum of **six years**, and:

- keep copies of completed CPCS Card application forms submitted to NOCN Job Cards, for a period of **90 days**, following which they should be destroyed securely.

3.2.5.3. ensure that records and documents are clear, legible and fully completed by the appropriate person for a particular task. For example, it is the responsibility of the Test Centre that CPCS Technical Test papers are only completed and signed by the CPCS Tester conducting the test.

3.2.5.4. for quality assurance purposes, provide facilities to record and view video and digital camera images and to listen to digital audio recordings (refer to 3.2.7 below for a detailed technical specification) that relate to CPCS Technical Tests and On-Site Assessments;

3.2.5.5. in the event that they cease to act as an approved CPCS Test Centre, they must:

- inform their customers that they are no longer acting as an approved CPCS Test Centre and
- return within 10 business days of notice from NOCN Job Cards any outstanding application forms (both hard copy and/or digital) which require processing to attain CPCS cards. NOCN Job Cards will carry out eligibility checks of applications forms and will process accordingly informing individuals whether their application has been successful or unsuccessful.

3.2.6. **Health and safety**

The Test Centre must at all times meet current health and safety regulations.

3.2.7. **IT systems**

A Test Centre must have the following IT infrastructure to support effective communications with CPCS using online technology.
3.2.7.1. Computers that meet **minimum** hardware and memory levels:

- Pentium 3 minimum 1 GHz machine with at least 512 MB RAM
- 640 x 480 x 256 (800 x 600 recommended) minimum colour display
- hard drive with a minimum of 2 GB of free space
- modern operating systems (for example, Windows XP and above), Mac OS X, Linux (kernel 2.6 onwards)
- suitable web browser – minimum of Netscape 7.0 and above, Mozilla 1.0 and above. Internet Explorer version 6.0 and above, Safari, Chrome, etc.
- back-up storage medium (external hard drive, flash drive, DVD, CD-ROM, etc.).

3.2.7.2. Secure broadband internet access (unless not available in the region) to enable access to online services (bandwidth of 512k is required).

3.2.7.3. Software able to read and write in Microsoft Word/Excel 2010 format or as notified by NOCN Job Cards to enable receipt of necessary communications from NOCN Job Cards.

3.2.7.4. An email account that is able to accept incoming files in excess of 25MB, and is accessible by more than one person.

3.2.7.5. An A4 printer capable of delivering double-sided printing to produce the grading, sign-off sheets and letters of achievement.

3.2.7.6. Scanning facilities to enable VQ or other certificates provided to be captured with a minimum resolution of 300 dpi.

3.2.7.7. Digital camera facilities with a minimum low resolution of 1 mega pixel to enable photographs of Candidates to be captured and transferred onto a computer for digital submission to CPCS-ON.

3.2.7.8. A digital video camera with a DVD/MPEG/WMV format to record practical Technical Tests.

3.2.7.9. Audio equipment able to record in a compressed digital audio format, for example MP3 (>128kb/s), WMA (>128kb/s) to record theory technical tests.

3.3. **CPCS Test Site**

3.3.1. **Legal right to use**

A Test Centre must provide evidence of ownership, or legal right to use the CPCS Test Site, for the delivery of activities related to the scheme and that it complies with any planning regulations.

3.3.2. **Publication of details**

A Test Centre can choose whether it wishes for the details of each CPCS Test Site to be made public on the CPCS website as a source of information to Candidates seeking a Test Centre. The details will include whether the:

- SVQ or NVQ is delivered or arranged at the CPCS Test Site
- CITB Health, safety and environment test is delivered or arranged at the CPCS Test Site.

A CPCS Test Centre must confirm in writing to their CPCS Named Contact if it wishes for a change to be made to the Test Site details published. (With the exception of the Centre Name & Address where a new application will need to be made).

3.3.3. **Named Contact**

A CPCS Test Site must provide a telephone number, email address and identify a named individual, who has overall responsibility for the CPCS Test Site, and who can be asked for by name by the NOCN Job Cards Quality
Assurance Personnel during Working Hours, when completing a visit; contacted if sanctions are imposed and contacted if changes occur to the scheme that affect test site requirements.

### 3.3.4. Site induction

A CPCS Test Site must have a written site induction that can be delivered in an appropriate way, ensuring that all possible barriers to learning are accounted for and essential messages are communicated in an effective manner. Content of an induction should at least include:

- emergency procedure
- defect reporting
- accident reporting
- first aid facilities
- fire precautions
- environmental considerations
- evacuation procedure
- smoking
- PPE requirements
- site-specific rules
- authorisation and supervision of mobile plant
- sign-in induction log.

### 3.3.5. Test Site facilities

CPCS requires the Test Centre to be able to offer a Named Contact for Candidates at a CPCS Test Site. Each CPCS Test Site must therefore include a theory test room, a Practical Test Area and welfare facilities. Accordingly, a CPCS Test Site must have a clean and tidy designated building or structure that complies with the law and regulations pertaining to the workplace, first aid and fire regulations and all buildings and facilities shall be clean, tidy and well maintained, in good structural condition and repair and meet all the requirements set out at paragraph 3.1.8 above. A CPCS Test Site must at all times meet current Health and Safety regulations.

### 3.3.6. Theory test room

In addition to the requirements set out at paragraph 3.1.6 a CPCS Test Site must have a segregated room in which to carry out the CPCS Theory Tests, which complies with the law, regulations and the CPCS criteria below:

3.3.6.1. Room of sufficient size to only accommodate all individuals associated with the process (i.e where a theory test has been notified within CPCS-ON) including a table and chairs that are all maintained in good order and free from hazards (for example sufficient size to accommodate all individuals that may be associated with the process i.e. CPCS Tester, candidate, NOCN Job Cards Quality Assurance Personnel and translator (where applicable). Where a Test Centre is delivering Appointed Person – Lifting Operations (A61), the table must be of a suitable size to accommodate for all associated documents/drawings etc.

3.3.6.2. Adequate room lighting

3.3.6.3. Adequate room ventilation

3.3.6.4. Adequate heating and/or cooling to maintain appropriate room temperature (in accordance with current legislation)
3.3.6.5. No signage or material in the room that could assist the Candidate during the test

3.3.6.6. Room set up in such a way that no interruptions are experienced (e.g. printer in the corner of the room or thoroughfare use, e.g. toilets only accessible through the room).

3.3.7. **Practical test area**

In addition to the requirements set out above a CPCS Test Site must have a Practical Test Area with resources specific to the category applied for, in accordance with the requirements set out in the CPCS Technical Test, prior to approval or registration period, and these must be maintained to an appropriate standard as defined by NOCN Job Cards Quality Assurance Personnel.

The Practical Test Area shape must be able to deliver the test specification exercise requirements for the particular CPCS Practical Test.

The Practical Test Area must have the overburden of the designated and registered Test Site removed, remain accessible and usable at all times, be free of waste material (rubbish), have clearly defined boundaries with appropriate signage defining the area as a CPCS Test Site and that only authorised personnel are allowed access in accordance with the Test Centres risk assessment.

It is possible for a Practical Test Area to be L-shaped, but only if it can meet the test criteria and the minimum size criteria (e.g. mobile cranes require a test area with a minimum width of 30m).

3.3.7.1. **Category type area size**: The Practical Test Area must meet the minimum size as set out in Article A.

These sizes are the minimum required by CPCS. Larger areas may be required to accommodate larger items of plant specific to the requirements of the CPCS Technical Test (for example Crane and Slinger/Signaller Categories).

Multiple practical tests can be simultaneously delivered in the Practical Test Area providing each individual CPCS Practical Test complies with the Test specifications, and appropriate risk assessments have been completed.

The Test Centre is responsible for ensuring the Practical Test Area is maintained in good order at all times in order deliver scheme tests and/or assessments to the required standards and in accordance with NOCN Job Cards Quality Assurance requirements.

3.3.7.2. **Conditions**: a CPCS Test Site must have the required facilities and the ground must be in an appropriate condition to enable the CPCS Technical Test to be completed. (Refer to [www.nocnjobcards.org](http://www.nocnjobcards.org))

3.3.7.3. **Fuelling procedures**: a CPCS Test Site must have (where applicable) written safe fuelling procedures, including safe fuelling points.

3.3.7.4. **Environmental management**: a Test Centre shall ensure that all reasonable steps are taken to protect the environment from pollutants, such as spillages of oils and fuels at Test Site/s.

3.3.7.5. **Loading-out tower**: Test Centres wishing to offer Categories requiring a loading-out tower must have a temporary loading-out tower built out of scaffolding, either tube and fitting or system (quick lock). This will ensure that Candidates will have the necessary skills to load towers safely and correctly on site. Simulations of loading-out towers (such as containers, H section steel type towers, earth works or concrete structures) will not meet scheme requirements. The loading-out tower must comply with current legislation. Drawings and calculations for the loading-out tower must be available on request by NOCN Job Cards Quality Assurance Personnel.

3.3.8. **Plant and equipment**

A Test Centre must ensure that the Test Site is able to deliver the CPCS Practical Tests using appropriate plant and equipment, which meets all regulations (such as the Provision and Use of Work Equipment Regulations (PUWER) and the Lifting Operations and Lifting Equipment Regulations (LOLER)), and which is either owned, leased or hired for the CPCS Technical Test.
A Test Centre must ensure that the Test Site can accommodate the needs of the customer if they wish to bring their own plant and equipment to complete the CPCS Practical Test. Plant provided by a Candidate for a CPCS Technical Test must meet all regulations (including those outlined above), be fit-for-purpose and meet the requirements of the test specifications.

3.3.9. Opening hours

There is no scheme restriction on CPCS Test Site opening hours. However, CPCS Test Sites must comply with any other restrictions placed upon them (for example, by local authorities).

3.3.10. Client Partnership Test Sites

A Test Centre may partner with a client to deliver CPCS Technical Tests off-centre at Client Partnership Test Sites. However, Test Centres are only permitted to deliver CPCS Technical Tests at the Client Partnership Test Site for Categories in which the Test Centre is approved or registered.

The Test Centre must apply for the client’s test site to be approved or registered by CPCS through the CPCS Test Site approval or registration process prior to any CPCS Technical Tests being notified.

3.3.11. Off-Centre Testing

Off-centre testing is permissible for certain Categories that require a specific working environment. (Refer to Article A.)

A Test Centre offering Off-Centre Testing is not required to obtain Test Site approval or registration applicable to those Categories. However, they must ensure that CPCS machine and test specifications for the Categories are met in full. (Refer to the relevant Practical Test specification available on the website.)

A Test Centre that is approved or registered to offer Off-Centre Testing only must ensure that CPCS Theory Tests are conducted in an environment that meets the CPCS Theory Test area requirements, including test site facilities (as listed in paragraph 3.3.).

A Test Centre that is approved or registered to offer Off-Centre Testing only must ensure that CPCS Practical Tests are conducted in an environment that meets the Practical Test Area requirements set out in the CPCS Technical Test specification, prior to delivery of the CPCS Technical Test, including test site facilities (as listed in paragraph 3.3).

3.3.12. Maintenance of test site

A Test Centre is responsible for ensuring that the Test Site and facilities are maintained in good repair, free from hazards and are regularly inspected.

3.3.13. Relocation of Test Centre and/or Test Site

A Test Centre must notify the NOCN Job Cards Quality Assurance Personnel in advance should they wish to relocate the Test Centre or Test Site.
4. CPCS Testers

4.1. Test Centre approval or registration

In order to become a Test Centre a centre must have at least one registered CPCS Tester for each category that they wish to offer.

4.2. CPCS Tester registration

A Test Centre must register each CPCS Tester before they can notify that a CPCS Technical Test will be delivered by that CPCS Tester.

A Test Centre must ensure that their registered CPCS Testers are provided with the current CPCS Technical Test specifications and grading and sign-off sheets.

A Test Centre must ensure that their registered CPCS Testers:

4.2.1. are fully aware of the CPCS Technical Test requirements;
4.2.2. are conversant with and comply with the ACoD in full and at all times;
4.2.3. adhere to all relevant legislation, codes of practice and other regulations;
4.2.4. conduct themselves in an appropriate manner, so as not to bring CPCS into disrepute;
4.2.5. are medically fit to undertake their duties and responsibilities as a CPCS Tester;
4.2.6. have given their written consent to be registered with that Test Centre; and
4.2.7. are provided with regular briefings, to demonstrate that testers are conversant with current scheme requirements.

4.3. Registered CPCS Testers

A Test Centre can only register holders of a current CPCS Tester card to their Test Centre.

A Test Centre is responsible for ensuring that all CPCS Testers registered to the centre meet CPCS Tester requirements at all times (for example, that all certifications, qualifications and Tester cards are valid and current).

Note: If a Tester card has expired no technical tests may be delivered by that tester and their status will be suspended against the Test Centre within CPCS-On. However while the status will be suspended Testers do have a 12 month period of grace from the expiry date in which to renew their Tester card.

4.4. CPCS Tester registrations with multiple Test Centres

A CPCS Tester may be registered with more than one Test Centre at any point in time.

4.5. CPCS Tester involvement in training

A Test Centre must ensure that the CPCS Tester delivering a CPCS Technical Test has not had any involvement in the training of the Candidate towards that specific CPCS Technical Test. This will ensure independent assessment of a Candidate’s ability. (The only exceptions to this rule are listed below.)

4.6. Specialist Categories or isolated locations

CPCS recognises that on rare occasions (for example, specific Categories or isolated locations) a CPCS Tester who has delivered the training to the Candidate may be the only individual available to complete the CPCS Technical Test. In these circumstances a Test Centre will require approval from their NOCN Job Cards Quality Assurance Personnel prior to a Trainer testing the Candidate. Further it is likely the test will be monitored and may require additional monitoring time. It must be noted that such requests will only be considered in exceptional circumstances.
5. CPCS Technical Test delivery

5.1. Pre-technical test Candidate requirements

The Candidate must have passed the appropriate CITB Health, safety and environment test (outlined in the Scheme Booklet for Operators) within the preceding two years of:

- the date of the CPCS Technical Test or On-Site Assessment; and
- the date on which the card application is received by CPCS Customer Operations.

5.2. CPCS Theory Test delivery (standard and advanced)

5.2.1. A Test Centre is responsible for ensuring that CPCS Theory Tests are delivered in accordance with the CPCS Theory Test procedures contained within the ACoD.

5.2.2. A Test Centre must ensure that CPCS Theory Tests are taken on a one-to-one basis with the CPCS Tester and are conducted in a segregated area away from other Candidates or individuals (see paragraph 3.3.6 'Theory test room') and completed in one session (with the exception of Appointed Persons, which must meet criteria as outlined in Appendix E of the ACoD).

5.2.3. A Test Centre must not supply the Candidate with a copy of the CPCS Theory Test answers; this includes allowing them to bring their own copies into the Test Centre. Under no circumstances may the Candidate take into the CPCS Theory Test any notes, unless specifically listed in the test specification.

5.2.4. A Test Centre is responsible for ensuring that, before a CPCS Theory Test is delivered, the CPCS Tester is aware that they must review the theory test room to ensure that it meets CPCS requirements and to take any appropriate remedial action (such as reporting findings to the Test Centre).

5.2.5. A Test Centre is responsible for ensuring that CPCS Theory Tests, including basic details, questions delivered by the CPCS Tester and Candidate responses, are recorded using electronic digital audio means, with no interruptions from start to finish, and are retrievable at a later date for auditing purposes by CPCS (with the exception of Appointed Persons, which must meet criteria as outlined in Appendix J of the ACoD).

The requirement for a Candidate to submit to digital audio recording is part of the contractual requirements that the Candidate has with CPCS on application to the scheme. If the Candidate refuses to submit their test to digital audio recording, the Test Centre should refuse to complete the CPCS Theory Test, as the result would be invalid for supporting a card application.

A Test Centre must record, using video equipment, the full CPCS Theory Test upon request by CPCS. The requirement for a Candidate to submit to video recording is part of the contractual requirements that the Candidate has with CPCS on application to the scheme. If the Candidate refuses to submit their test to digital audio recording, the Test Centre should refuse to complete the CPCS Theory Test, as the result would be invalid for supporting a card application.

5.2.6. There is a choice of test question papers per category and combined question papers but all questions will need to be asked for each paper. The CPCS Tester shall determine the question paper for each Candidate and must vary these between Candidates. (Refer to the ACoD for further information.)

5.2.7. A CPCS Tester must fully and accurately complete the grading and sign-off sheets, in accordance with the CPCS Theory Test Procedures contained in the current ACoD. The Test Centre must take steps to check that their CPCS Tester(s) are completing the grading and sign-off sheets correctly.

5.2.8. If a Test Centre has a specific one-off request for a degree of flexibility in delivering the CPCS Theory Test, they can contact NOCN Job Cards Quality Assurance Personnel for their Test Centre, who may grant dispensation in exceptional circumstances.
5.2.9. A Test Centre is responsible for ensuring that no malpractice takes place before or during the delivery of a theory test ensuring compliance with scheme rules.

5.3. CPCS Practical Test (standard and advanced) and On-Site Assessment (OSA) delivery

5.3.1. A Test Centre must ensure that the Candidate has a valid (within two years of the CPCS Practical Test or OSA date) CITB Health, safety and environment test pass applicable to the category of plant, prior to completing the CPCS Practical Test or OSA.

5.3.2. A Test Centre must ensure that the Candidate has passed their CPCS Theory Test within six months of the Practical Test date. (This does not apply for OSA.)

5.3.3. A Test Centre is responsible for ensuring that CPCS Practical Tests or OSAs are taken on a one-to-one basis with the CPCS Tester, with a one-to-one Candidate to machine ratio, and conducted on the CPCS Test Site in a segregated area away from other individuals. The only exception to this is if the Practical Test or OSA stipulates that another individual is needed in a supporting role and as part of the test/assessment is required to enter the test area. (refer to Practical Test Area) and completed in one session (with the exception of Appointed Persons (A61), where up to eight candidates may be tested at one time). OSAs may be conducted during Candidates’ normal work activities.

5.3.4. A Test Centre is responsible for ensuring that before a CPCS Practical Test or OSA is delivered the CPCS Tester is aware that they must:

- undertake a review of the Practical Test Area and plant/equipment to ensure that it is safe to use, in good working order, complies with the relevant CPCS Technical Test specification and meets current health and safety legislation.
- check that all Candidates involved in the CPCS Practical Test or OSA have appropriate personal protective equipment (PPE), as specified in the risk assessment
- allow the Candidate an appropriate warm-up or familiarisation period and check the Candidate is prepared and ready to start the CPCS Practical Test or OSA
- report any issues immediately to the Test Centre, who will take appropriate remedial action to ensure compliance with the test and/or assessment delivery requirements.

5.3.5. A Test Centre must record (using video equipment) the full CPCS Practical Test or OSA if requested by CPCS. The requirement for a Candidate to submit to video recording is in the Scheme Booklet for Operators and therefore part of the contractual requirements that the Candidate has with CPCS. If the Candidate refuses to allow their test to be recorded, the Test Centre should refuse to complete the CPCS Practical Test, as the result would be invalid for supporting a card application.

If the CPCS Practical Test or OSA is being delivered at an off-site location, the Test Centre must obtain permission from that site to use video equipment prior to the CPCS Practical Test or OSA. If the site refuses to allow permission, the Test Centre should refuse to complete the CPCS Practical Test or OSA, as the result would be invalid for supporting a card application.

5.3.6. A CPCS Tester must fully and accurately complete the:

- Grading and sign-off sheets in accordance with the CPCS Practical Test procedures contained in the current and relevant ACoD; or
- assessment sheet, in accordance with the assessment procedures contained in the ACoD.

5.3.7. A Test Centre is responsible for ensuring that the CPCS Practical Test or OSA is delivered in accordance with the CPCS Practical Test procedures contained in the ACoD.

5.3.8. It is the responsibility of the Test Centre to inform the CPCS Tester that they must terminate the CPCS Practical Test or OSA immediately if a dangerous situation arises.
5.3.9. A CPCS Tester can fulfil the role of a Supporting Operator (as long as certificated and competent on that category) if a risk assessment has been properly completed and they can maintain close and continuous supervision, with the exception of the Categories below:

- A17E Telescopic handler – Suspended loads (non-rough terrain)
  The tester cannot act as the Slinger/Signaller.
- A40 Slinger/Signaller:
  The tester cannot operate the crane and/or machine or provide additional (non-emergency) signals.
- A42 Crusher:
  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.
- A62 Crane Lifting Operations Supervisor:
  The tester cannot act as the Slinger/Signaller.
- 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 signal or act as the passenger.
- A75 Conveying Pump:
  The tester cannot provide signals or support the tripod.
- 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.

5.3.10. If concurrent CPCS Technical Tests are being delivered, which require a common Supporting Operator, the Test 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.

5.3.11. If a Test Centre has a specific one-off request for a degree of flexibility in delivering the CPCS Practical Test, they can contact NOCN Job Cards Quality Assurance Personnel who may be able to grant dispensation in exceptional circumstances.

5.3.12. It acceptable for the Tester to communicate with the candidate via radio to relay the next activity during a practical test or OSA.

5.3.13. A Test Centre is responsible for ensuring that no malpractice takes place before or during the delivery of a practical test or assessment ensuring compliance with scheme rules.

5.4. CPCS Advanced Technical Test delivery (Practical and Theory)

A Test Centre must only use CPCS Testers, who meet the following requirements, to deliver the CPCS Advanced Technical Test:

5.4.1. CPCS Testers who have a valid, full, five-year CPCS Tester Card.
5.4.2. CPCS Testers who have completed a minimum of 10 CPCS Practical Tests and 10 CPCS Theory Tests within the last 12 months. Please note if the Tester has not had three practical tests and three theory tests monitored within the last 12 months then the NOCN Job Cards Quality Assurance Personnel has the right to request that this monitoring is completed before a request to deliver Advanced Technical Tests is approved.

5.4.3. CPCS Testers with no sanctions (Levels 3a, b or c) lodged against them within the last 12 months.

5.4.4. The CPCS tester nominated to conduct the advanced test must be independent of the test centre or candidate (Refer to Update 135 for further information).

5.4.5. A Test Centre is responsible for ensuring that no malpractice takes place before or during the delivery of an advanced test ensuring compliance with scheme rules.

5.5. CPCS Practical Test delivery for Candidates with disabilities

Under the Equality Act 2010 (the Act) test centres, as qualifications bodies, have obligations. The Act defines a qualifications body at section 54 as follows:

“(2) a qualifications body is an authority or body which can confer a relevant qualification;

(3) a relevant qualification is an authorisation, qualification, recognition, registration, enrolment, approval or certification which is needed for, or facilitates engagement in, a particular trade or profession.”

The Act makes is unlawful for a qualifications body to discriminate against, harass or victimise a person when conferring relevant qualifications (which includes renewing or extending a relevant qualification). It provides that applying a competence standard to a disabled person is not disability discrimination, provided the application of the standard is justified. It also imposes a duty on qualifications bodies to make reasonable adjustments for disabled people.

In the event that a Test Centre requires guidance concerning Candidates with disabilities, please contact NOCN Job Cards Quality Assurance Personnel.

5.6. CPCS Practical Test delivery for Categories including lifting operation activities

A Test 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, the Provision and Use of Work Equipment Regulations (PUWER), the Lifting Operations and Lifting Equipment Regulations (LOLER) and relevant Codes of Practice and best practice documents, such as the BS 7121 series, applicable to the item of plant. It is therefore the responsibility of the Test Centre to ensure that all lifting operations meet the minimum requirements listed below:

5.6.1. They are planned by a competent person, ensuring that there is a safe system of work.

5.6.2. Method statements and risk assessments (lift plan) are completed, implemented and updated accordingly.

5.6.3. Lifting equipment provided for the lifting operation is compliant with LOLER.

5.6.4. Lifting accessories and lifting equipment are tested and/or thoroughly examined in accordance with legislation.

5.6.5. Lifting equipment and accessories are visibly marked with the safe working load, as required by regulations.

5.6.6. Loads are marked clearly with their weight and are in good condition to be used.

5.6.7. Roles and responsibilities of those involved with the lifting operation and the requirements of the lift plan are clearly communicated between the lifting team.
5.6.8. A suitable communication code and protocol (signals and radio) is agreed as part of the safe system of work.

5.6.9. There is close and continuous supervision of the lifting operation. (If qualified, the CPCS Tester may undertake this role.)

5.6.10. Information applicable to the use of lifting equipment and lifting accessories is made available.

5.7. On-Site Assessment (OSA)

The CPCS OSA is a practical assessment of operating ability normally carried out in the workplace.

It can act as an alternative to the CPCS Standard Practical Test or logbook when renewing the CPCS Competent Operator Card.

5.7.1. The OSA can be carried out during the Candidate’s normal work activities in their work environment, or at a suitable location that ensures the activities can be completed (this may be at a CPCS Test Site).

5.7.2. The OSA is delivered in a one-on-one session with a CPCS Tester.

5.7.3. CPCS quality assures the delivery of the OSAs. An OSA may be:

- attended by NOCN Job Cards Quality Assurance Personnel who will observe the delivery of the OSA, or
- visually recorded at the request of CPCS. If CPCS has requested that the OSA is visually recorded, the individual must allow this to take place or the achievement will not be deemed as valid for a renewal application. (Refer to Scheme Booklet for Operators for further information.)
6. CPCS Technical Test administration

This section explains how a Test Centre must administer the CPCS Technical Test.

6.1. The Test Centre:

6.1.1. must ensure that it only submits valid notifications and results to NOCN Job Cards;

6.1.2. shall be responsible for ensuring that, where applicable, the monitoring/quality assurance reports are reviewed and discussed with the CPCS Tester and relevant Test Centre personnel (if necessary), complying with actions plans and/or sanctions that have been issued;

6.1.3. will ensure that all facilities and equipment associated with the delivery of Tests or On-sites assessments comply with test specifications, the Scheme Booklet for Test Centres and requirements set out in the CPCS Approved Code of Delivery;

6.1.4. shall be responsible for scheduling tests so that Testers are allowed adequate time to carry out any relevant preparation and planning, provide meaningful feedback to the candidate, the completion of paperwork and take personal breaks. When notifying tests or assessments the Test Centre is responsible for the integrity of the CPCS test process and must allow time for the CPCS Tester to carry out their task efficiently and professionally to the standards set out in the Approved Code of Delivery;

6.1.5. will ensure that when scheduling tests or assessments the Tester is able to comply with the notified test/assessment location and time without compromising the integrity of the test/assessment, and during the course of a single day, the Tester does not undertake so many tests/assessments that there is a risk to the delivery process, or the Testers wellbeing.

6.2. Pre-notification

A Test Centre must ensure that the Candidate has a valid CPCS registration number (also known as Phoenix ID or registration number) to enable the CPCS Technical Test to be notified.

A Test Centre must provide all Candidates with appropriate joining instructions and information prior to their CPCS Technical Test, including:

- confirmation that the CPCS Theory Test will be recorded, and that the CPCS Practical Test may be videoed
- details of the Terms & Conditions and Data Protection Statement
- details of the make and model of the machine on which they will complete the CPCS Practical Test (if not bringing their own)
- details of appropriate PPE that must be brought with them
- the requirement to bring one form of identification (containing both a photograph and signature) from the list below;
  - a photograph card driving licence (no more than 6 months out of date);
  - a passport (no more than 6 months out of date);
  - a non-UK driving licence with a photograph and signature; or
  - 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 two items of valid ID (no more than 6 months out of date), one from List A and one from List B below:

<table>
<thead>
<tr>
<th>List A</th>
<th>List B</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-UK Driving Licence</td>
<td>Credit Card</td>
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</tbody>
</table>
• Work ID Card
• EU Country ID Card
• NOCN Job Cards Scheme Card
• Student ID Card
• Citizens Card
• Trade Union Card
• British Armed Forces Card
• Proof of Age Card
• Young Scots Card
• Debit Card
• Paper Driving Licence
• UK Travel Document
• Inland Revenue Card
• National Insurance Card
• B79 Notification of Discharge Letter
• Bank Statement
• Building Society Passbook
• Cheque Guarantee Card

Photocopies will not be accepted.

• the requirement to bring proof of LGV licence if applying for Concrete Pump – Truck Mounted Boom (A06) and Vacuum Excavator – LGV – Semi powered arm and LGV Fully powered arm (A78 E & F);
• the requirement to bring copies of any certificates relevant to a CPCS Card application; and
• information as to how to access the relevant ACoD, CPCS Syllabus, CPCS Theory Test questions and/or CPCS Practical Test specification or provision of these documents.

6.3. CPCS Technical Test notifications

6.3.1. Method of notification submission

A Test Centre must provide at least two clear Business Days’ notice of a CPCS Standard Technical Test.

A Test Centre must ensure that the CPCS Tester delivering the Technical Test has a valid in-date tester card before submitting the notification. Notifications will be classed as null and void where it is found that the CPCS Tester did not have a valid card at the time of delivering the Technical Test.

6.3.2. CPCS Standard Technical Test notifications

A Test Centre must provide at least two clear Business Days’ notice of a CPCS Standard Technical Test taking place. Notifications for this period must be submitted by:

• 1800 Monday for CPCS Standard Technical Tests to be delivered on Thursday
• 1800 Tuesday for CPCS Standard Technical Tests to be delivered on Friday
• 1800 Wednesday for CPCS Standard Technical Tests to be delivered on Saturday, Sunday or Monday
• 1800 Thursday for CPCS Standard Technical Tests to be delivered on Tuesday
• 1800 Friday for CPCS Standard Technical Tests to be delivered on Wednesday.

6.3.3. CPCS Advanced Technical Test notifications

A Test Centre must agree the date of a CPCS Advanced Technical Test with NOCN Job Cards Quality Assurance Personnel before a notification is submitted.

A Test Centre must provide at least five clear Business Days’ notice of a CPCS Advanced Technical Test taking place. Notifications for this period must be submitted by:

• 1800 Monday for CPCS Advanced Technical Tests to be delivered the following Tuesday
• 1800 Tuesday for CPCS Advanced Technical Tests to be delivered the following Wednesday
• 1800 Wednesday for CPCS Advanced Technical Tests to be delivered the following Thursday
• 1800 Thursday for CPCS Advanced Technical Tests to be delivered the following Friday, Saturday or Sunday
• 1800 Friday for CPCS Advanced Technical Tests to be delivered the following Monday.

6.3.4. Late notifications

In the event that a notification cannot be submitted in the required timescale, the Test Centre must gain prior approval from the relevant NOCN Job Cards Quality Assurance Personnel to submit the late notification. Failure to contact the relevant NOCN Job Cards Quality Assurance Personnel may result in a sanction being given.

6.3.5. CPCS Test Site special conditions

A Test Centre must contact the NOCN Job Cards Quality Assurance Personnel for their Test Centre prior to submission of a notification if there are any special conditions (for example, specific access requirements for a site at which they wish to deliver a CPCS Technical Test, such as security clearances or induction training).

In the event of a monitoring visit being denied to NOCN Job Cards Quality Assurance Personnel, as a result of special conditions that have not been notified, the CPCS Technical Test results will be rejected and a wasted visit fee charged to the Test Centre.

6.3.6. CPCS Technical Test notifications for Off-Centre Testing

A Test Centre must provide the exact location for the CPCS Technical Test if taking place off centre. If this is not possible, the Test Centre must contact NOCN Job Cards Quality Assurance Personnel and provide the client’s telephone number or the CPCS Tester’s telephone number.

In the event of a monitoring visit being denied to NOCN Job Cards Quality Assurance Personnel, as a result of inadequate information given on the test location, the CPCS Technical Test results will be rejected and a wasted visit fee charged to the Test Centre.

6.3.7. CPCS Technical Test Notification Fee

A fee is payable by the Test Centre to CPCS for each CPCS Technical Test notified (as listed in Schedule 1: Fees).

6.3.8. Out of Hours CPCS Technical Test Notification Fee

An additional fee is payable by the Test Centre to CPCS for each out-of-hours CPCS Technical Test notified (as listed in Schedule 1: Fees).

6.3.9. Rejected CPCS Technical Test notifications

CPCS will reject notifications if the information supplied is invalid. In these circumstances CPCS will contact the Test Centre to obtain valid details or to request that the CPCS Technical Test is withdrawn. CPCS Technical Tests must not be undertaken until CPCS requirements are met and the CPCS Technical Test has been approved to take place.
6.3.10. CPCS Technical Test cancellation by the Test Centre

A Test Centre must contact the NOCN Job Cards Quality Assurance Personnel for their Test Centre, by telephone or text, with a follow-up email, confirming the cancellation of the Technical Test and that it has been resulted as cancelled in CPCS-ON.

A Test Centre will be charged a wasted visit fee (see Schedule 1: Fees for further information) if NOCN Job Cards Quality Assurance Personnel attend a CPCS Technical Test that has been cancelled without notification to CPCS through the process outlined above.

CPCS will not refund the notification fee on the cancellation of a CPCS Technical Test, except where the cancellation is as a result of extreme weather whereupon CPCS will offer a refund when the test is re-scheduled (for the same individual, on the same category and at the same Test Centre) and notified for a later date, meaning the second notification fee is waived. This must be claimed within one calendar month of the cancelled notification. However, if Test Centres are found to be abusing the system to gain refunds where tests were cancelled for other reasons, NOCN Job Cards Quality Assurance Personnel have the right to impose a sanction on the Test Centre.

6.3.11. CPCS Technical Test cancellation by CPCS

If Quality Assurance Personnel arrives at a Test Centre to monitor a notified CPCS Technical Test, the Quality Assurance Personnel can formally cancel the test two hours after the notified start time if any of the individuals and/or facilities are not available. A wasted visit fee will then be levied and CPCS will not refund the notification fee.

6.3.12. CPCS Technical Test re-allocation

A Test Centre can manage their notified Standard Tests, On-site Assessments and Advanced Tests using the following instructions/rules:

6.3.12.1. A Test Centre can book a candidate onto a CPCS theory test immediately followed by a CPCS practical however, should the candidate not achieve the theory test, the practical test cannot take place and if the Test Centre is unable to reallocate the practical test slot, the notification fee will not be refunded.

6.3.12.2. If the candidate is able to complete a test/assessment in a shorter time than allocated on the notification, the Test Centre can bring a subsequent test/assessment forward if back to back within a timeframe of 15 minutes, if the next candidate is waiting and if they have an appropriate Tester available which does not compromise the integrity of the test/assessment process, or the Testers well-being. Under these circumstances a Test Centre must contact the appropriate NOCN Job Cards Quality Assurance Personnel for their Centre for approval by phone or text to bring the notified test/assessment forward or to delay a test/assessment. In the event that NOCN Job Cards Quality Assurance Personnel are unable to carry out their quality assurance duties, as a result of inadequate information being given on the test/assessment being brought forward, a wasted visit fee may be charged.

6.3.12.3. NOCN Job Cards Quality Assurance Personnel reserve the right to refuse a Test Centre to bring a test/assessment forward (without reason) or if deemed appropriate, require the test/assessment is videoed recorded to facilitate retrospective quality assurance checks.

6.3.12.4. If necessary, due to unforeseen circumstances, a Test Centre can amend their notification for a Standard Test or an On-site Assessment (unless subject to any sanction requirements) within CPCS-ON by changing the:

- Tester
- Candidate
- category, or
- type of test (for example, from theory to practical).
6.3.12.5. The Test Centre or Tester (if authorised by the Test Centre) must inform the relevant NOCN Job Cards Quality Assurance Personnel prior to the start of a test and/or assessment by telephone (a text message or voicemail is acceptable if they are unable to answer) to inform them of the changes made.

However, once a test has been notified, CPCS will not allow key monitoring information to be changed that will impact on the ability of NOCN Job Cards Quality Assurance Personnel to quality assure the activity including:

- any advanced test information
- any information that would lead to an increase in the notification fee payable (such as making a test out-of-hours (and if the changes reduce the fee, then the additional fee is forfeit)
- the site
- the test date
- start time of the test.

6.3.12.6. In the event that a Test Centre does not comply with the requirements set out in 6.3.12.5 above and NOCN Job Cards Quality Assurance Personnel are unable to carry out their quality assurance duties, a wasted visit fee may be charged.

6.4. CPCS Technical Test grading and sign-off sheet access

A Test Centre will be provided with a CPCS Technical Test grading and sign-off sheet.

A Test Centre is responsible for ensuring that the CPCS Technical Test grading and sign-off sheet is completed in accordance with the CPCS Technical Test procedures contained in the current ACoD.

The CPCS Technical Test sign-off sheet must be signed by both the CPCS Tester and the Candidate.

It is the responsibility of the Test Centre to ensure that the CPCS Tester understands that they must write the actual start time of the Technical Test on the grading sheet if it is different to the notified start time.

6.5. CPCS Technical Test results feedback

A Test Centre must ensure that the Candidate is made aware that there is a sign-off sheet which will document their result and feedback, and that they will be provided with a copy if requested, from the Test Centre within five Business Days.

6.6. CPCS Technical Test results submission

A Test Centre must submit CPCS Technical Test results to CPCS by the end of the next Business Day.

The only exception to this rule is for the Appointed Persons CPCS Standard Technical Test, where results must be submitted to CPCS within seven Business Days.

6.7. CPCS Technical Test letter of achievement

A Test Centre (or a CPCS Tester on behalf of the Test Centre) must provide the Candidate with a CPCS Technical Test letter of achievement at the time of passing the CPCS Standard Practical Test.

The CPCS Technical Test letter of achievement will act as provisional certification to enable the Candidate to access sites whilst waiting for their CPCS Card application to be processed.

6.8. CPCS Terms & Conditions and Data Protection Statement

A Test Centre must ensure that the CPCS Terms & Conditions and Data Protection Statement has been read, completed and signed by the Candidate prior to the delivery of a CPCS Practical Test. If they refuse to sign they then waive their right to a CPCS Technical Test and the issue of a CPCS Card. The CPCS Terms & Conditions and Data Protection Statement when printed should be double-sided. (Refer to paragraph 2.8 for further information on card application processes.)
6.9. CPCS Card application forms – Competent Operator Card

A Test Centre must present the Candidate with an application form for a first CPCS Operator Card or to add further Categories (F1/1) for completion at the time of passing the CPCS Standard Practical Test and then retrieve the F1/1 from the Candidate so the Test Centre can submit it to NOCN Job Cards to be processed. (Refer to paragraph 2.8 for further information on card application processes.)

6.10. CPCS-ON administration – logging in

Those using CPCS-ON (the online notification and results submission system) will have been given, (either by CPCS Customer Operations or through Test Centre management via the manage users facility) an individual login name and password. The nominated password remains unique to that user. Individual passwords must not be used by any other staff member. Additional logins can be requested by email to CPCS.product@citb.co.uk or via the manage users facility on CPCS-ON.
7. Quality Assurance

This section explains how NOCN Job Cards Quality Assurance Personnel will undertake unannounced or announced monitoring of a Test Centre to ensure compliance with their Centre Agreement, Scheme Booklets, test specifications/assessment standards and the requirements of the CPCS Approved Code of Delivery (ACoD) in order to uphold the integrity of the scheme and consistency of delivery.

A Test Centre and including their Testers must allow unrestricted access for NOCN Job Cards Quality Assurance Personnel to all facilities and sites where CPCS activities are being delivered or where there are related documents. This includes allowing NOCN Job Cards Quality Assurance Personnel to take photographs/videos, take copies of documents relating to the test/assessment process, interview staff/team members and interviewing testers and candidates. In the event that NOCN Job Cards Quality Assurance Personnel are not permit to fulfil these requirements, the Test Centre and where applicable the Tester as well, will be issued with a sanction in accordance with this booklet.

Note: Information (including photographs) collected or obtained from compliance checks may also be used for future CPCS training purposes (e.g. to other centres, testers and for internal training) with the aim to raise awareness of good and poor practices. This information is not intended to directly mention or identify Test 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 monitoring reports and may subsequently be used in further investigations, appeals and disputes.

7.1. NOCN Job Cards Quality Assurance Personnel contact

A Test Centre (including the associated test sites) will have a named NOCN Job Cards Quality Assurance Personnel to contact. NOCN Job Cards Quality Assurance Personnel can be contacted by mobile phone (call or text) or email. In the event that the NOCN Job Cards Quality Assurance Personnel are unavailable, please contact the relevant Team Manager (All contact details can be found from the CPCS-ON library).

7.2. Annual Audit

7.2.1. A Test Centre must prove annually that it, and all of its associated test sites, can continue to meet the requirements set out in the NOCN Job Cards Contract and form of agreement (CPCS) and scheme booklets and have maintained the appropriate facilities to deliver the expected standards of service. A fee is payable by the Test Centre for annual audits which is listed in schedule 1: Fees.

7.2.2. A Test Centre must allow NOCN Job Cards Quality Assurance Personnel unrestricted access to complete both Test Centre and associated Test Sites audits when requested which must be completed within 10 Business Days prior to the Test Centre anniversary date. If the audit is not completed on time the Test Centre will be immediately suspended.

7.2.3. NOCN Job Cards Quality Assurance Personnel will use an audit form containing the relevant checklist when conducting Test Centre and Test Site Audits which when completed, will be provided to the Test Centre within five working days clearly listing any non-compliance, with an action plan or where necessary a sanction, to ensure contractual terms and conditions are fully met. In the event that the requirements set out in the audit checklist cannot be completed, for example the Test Centre has not notified and/or delivered tests or assessments in the last 12 months, the Test Centre will be immediately suspended.

7.2.4. A Test Centre that passes its Annual audit will retain its CPCS Test Centre Approval status until the next scheduled annual audit, this includes associated test sites. However, in the event the Test Centre fails its Annual Audit they may be issued with a sanction which could result in the Centre being suspended. This rule also applies to any associated test sites which fail their annual audit.
7.3. CPCS Technical Test and/or On-Site Assessment Quality Assurance

7.3.1. The Test Centre and Tester must allow unrestricted access to NOCN Job Cards Quality Assurance Personnel in order to carry out compliance checks to ensure delivery standards meet Scheme and CPCS Approved Code of Delivery requirements. Should the Centre or Tester not allow unrestricted access, this will result in the test or assessment not be recognised by NOCN Job Cards /CPCS and the Test Centre and/or Tester issued with a sanction.

7.3.2. NOCN Job Cards Quality Assurance Personnel can act as a Tester’s mentor and provide guidance of delivery standards.

7.3.3. NOCN Job Cards Quality Assurance Personnel must not be offered or given any confidential information or data from individuals or Test Centres that would give pecuniary advantage to third parties, or receive any favours or financial reward associated with their role and responsibilities when employed by NOCN Job Cards.

7.3.4. NOCN Job Cards Quality Assurance Personnel may choose to monitor tests and assessments at any stage throughout the process i.e. at the start, part way through or at the end. During the monitoring process, the NOCN Job Cards Quality Assurance Personnel will use an appropriate checklist when observing the delivery of CPCS Technical Tests and On-Site Assessments, covering such elements as test specifications, assessment standards, CPCS Approved Code of Delivery (ACoD) and other related CPCS Scheme Booklets requirements.

7.3.5. Photographs taken by NOCN Job Cards Quality Assurance Personnel during the process of carrying out compliance checks (Quality Assurance) may be used to underpin training programs associated with CPCS and in support of the quality assurance reports.

7.3.6. Once the monitoring process has been completed, the NOCN Job Cards Quality Assurance Personnel will provide verbal feedback on a one-to-one basis to the Tester regarding their performance against the requirements as set out in the CPCS Approved Code of Delivery and Test Centre Personnel where appropriate, recording their observations or recommendations on the CPCS Quality Assurance Report. The report will be sent to the Test Centre within five Business Days.

7.3.7. The Quality Assurance Report contains observations and recommendations on how to improve performance, compliance requirements and delivery standards, and where appropriate, give guidance on good practice considered useful to support health, safety and environmental issues at the Test Centre and/or Test Site, including raising standards of the Test Centre and Test Site facilities.

7.3.8. The Test Centre is required to review quality assurance reports (within CPCS ON) including any other supporting correspondence and take any necessary steps to comply with action plans, written warnings and sanctions that have been issued, and where appropriate, discuss the report findings with the Tester. This includes observations and recommendations made by NOCN Job Cards Quality Assurance Personnel.

7.3.9. NOCN Job Cards Quality Assurance Personnel will not affect the outcome of a test or assessment. It is the responsibility of the Tester to determine whether the candidate has met the required standards as specified by CPCS. However, should the NOCN Job Cards Quality Assurance Personnel observe a breach of Health, Safety or Environmental legislation and/or Scheme requirements, the NOCN Job Cards Quality Assurance Personnel will inform the Tester and Test Centre that the test or assessment will not be recognised by NOCN Job Cards /CPCS and will have to be re-taken and the Test Centre and/or Tester issued with a sanction.

7.3.10. In the event that non-compliance (infringement) against test specifications, assessment standards, scheme booklet requirements or delivery standards are observed, NOCN Job Cards Quality Assurance Personnel will, if deemed appropriate, issue a sanction for the purpose of recording and correcting the non-compliance. This may result in the Test Centre, Test Site, Category or Tester being suspended.
7.3.11. NOCN Job Cards Quality Assurance Personnel may undertake retrospective compliance checks (Quality Assurance) of theory and practical tests including on-site assessments and any other documents, forms or recordings whether audio or video relevant to the process of attaining a CPCS card.

7.3.12. NOCN Job Cards Quality Assurance Personnel can request that tests and assessments are recorded using video equipment as specified in the CPCS Approved Code of Delivery. It is however, recommended for Quality Assurance purposes that theory tests are videoed in addition to the scheme requirements for audio recording.

7.3.13. A Test Centre will ensure that CPCS Tests and On-site Assessments are correctly recorded and are made available to NOCN Job Cards Quality Assurance Personnel on request.

7.3.14. NOCN Job Cards Quality Assurance Personnel may not become involved, or take part in, any CPCS Tests or On-site assessments that they are indirectly or directly associated with when employed by NOCN Job Cards, this includes operating any item of plant or equipment unless authorised by their employer (NOCN Job Cards).

7.3.15. Further quality assurance requirements are set out in the CPCS Approved Code of Delivery (ACoD) which the Test Centre and Tester must comply with at all times.

7.3.16. A Test Centre may lodge an appeal in writing against the decision to issue a sanction by contacting Quality & Verification Manager at NOCN Job Cards (Refer to 7.6 Appeals for further information).

7.4. Sanctions

7.4.1. CPCS has a table of sanctions for dealing with Test Centres and Testers who do not comply with the Scheme Booklet.

7.4.2. The table of sanctions is designed to ensure a transparent, fair and consistent means of addressing shortcomings in either the Test Centre’s or Tester’s performance to deliver CPCS Technical Tests and OSAs in relation to the Scheme Booklet.

7.4.3. The table of sanctions contains five levels of infringements. These are set out in Article B, together with a rational for each sanction, and represent the minimum that CPCS can impose.

7.4.4. In addition to the table of sanctions, CPCS reserves the right to withdraw a Test Centre login to CPCS-ON without notice, in the event of a breach of the NOCN Job Cards Standard Terms and/or Form of Agreement (CPCS), Scheme Booklet, or during any sanction period.

7.4.5. In the event that CPCS is unable to contact a Test Centre, CPCS reserves the right to implement 7.4.4, remove the centre’s details from the CPCS website and terminate the centre’s agreement with NOCN Job Cards.

7.4.6. During any period of suspension, no CPCS Technical Tests or OSAs shall be conducted by or on behalf of the Test Centre, whether at the Test Centre or otherwise. However, any Technical Tests or OSAs completed before the suspension may be resulted and cards issued in accordance with this Scheme Booklet.
7.5. Appeals

In the event that a sanction for non-compliance (infringement) with the requirements set out in the Scheme Booklet for Test Centres, approval requirements, delivery standards and other related publications or documents, a Test Centre or Tester may lodge an appeal in writing within 10 Business days of the sanction being issued clearly setting out the grounds of appeal to:

CPCS Quality Assurance
NOCN Job Cards
PO Box 1242
King’s Lynn
Norfolk
PE30 9FQ

Your appeal will normally be heard within 10 Business days of receipt. However, the nature and complexity of the appeal may necessitate this period being extended. Unless alternative arrangements have been agreed with the Quality & Verification Manager at NOCN Job Cards, sanctions will remain in place until the appeal decision has been communicated in writing to you.
1. The Test Centre shall pay to NOCN Job Cards the current Fees as published and amended from time to time by NOCN Job Cards.

<table>
<thead>
<tr>
<th>CPCS Fee structure</th>
<th>Net fee</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1. Test Centre Approval or Registration Fees</strong></td>
<td></td>
</tr>
<tr>
<td><strong>1.1 Application fee for Test Centre Approval or Registration</strong></td>
<td><strong>£750.00</strong></td>
</tr>
</tbody>
</table>

A one-off Approval or Registration Fee is payable on application to all those applying to become a CPCS Test Centre. The Approval or Registration Fee includes two individual Test Site compliance visits.

In the event that a Test Centre/Test Site compliance visit is unsuccessful, additional charges for further visits are payable - these are £250 per Test Centre and £175 per test site visit.

**Note:** A charge of £175 is payable for any additional Test Site visit not associated with the initial application.

<table>
<thead>
<tr>
<th><strong>Application refund</strong></th>
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</table>

A £650 refund is available to the applicant if an application to become a CPCS Test Centre is rejected or withdrawn prior to the Test Centre compliance visit taking place.

Applicants receiving a refund and re-applying at a later date to become a CPCS Test Centre will be charged the full fee of £750.

| **1.2 Centre Annual Approval Fee** | **£750.00** |

There is an annual charge of £750 payable by those centres that wish to retain CPCS Test Centre approval status.

This Fee also includes two individual Test Sites. However, a charge of £175 is payable for any additional Test Sites.

**Note:** If a Test Site has been subject to a monitoring visit within the preceding six months of the Test Centre Annual Audit date, and should the NOCN Job Cards Quality Assurance Personnel have deemed that the Test Site is fully compliant, then an audit visit is not required and a Fee is not payable.

| **1.3 CPCS Test Site Audit** | **£175.00** |

Where a Test Centre has multiple Test Sites a Fee of £175 is payable on completion of the visit for each additional Test Site required, excluding those already covered within the initial application for CPCS Test Centre approval or registration.

| **1.4 Test Centre Re-location Compliance Visit** | **£500.00** |

There is a one-off charge of £500 payable on application for a CPCS Test Centre to relocate.

**Note:** In the event that the re-location of a CPCS Test Centre results in the Test Site also being re-located, a Fee of £175 is payable on application for each CPCS Test Site audit visit.
<table>
<thead>
<tr>
<th></th>
<th>CPCS Technical Test and On-Site Assessment Notification Fees</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2.1</strong></td>
<td>CPCS Standard Technical Test and OSA Notification Fee</td>
</tr>
<tr>
<td><strong>2.2</strong></td>
<td>CPCS Technical Test and OSA Out of Hours Notification Fee</td>
</tr>
<tr>
<td><strong>2.3</strong></td>
<td>CPCS Advanced Technical Test Fee</td>
</tr>
<tr>
<td><strong>2.4</strong></td>
<td>Wasted Visit Fee</td>
</tr>
</tbody>
</table>

This Fee is a charge on notification for all CPCS Technical Tests and OSAs notified to CPCS. There is a separate Fee payable for the theory test element and the Practical Test element of a Technical Test. Therefore the total notification Fee for both elements of the Technical Test is £50.

The purpose of the Fee is to contribute to the cost of administration and monitoring of the activity. The Fee is still payable for all notifications, irrespective of whether the specific CPCS Technical Test or OSA is monitored.

CPCS will not refund the notified Fee on the cancellation of CPCS Technical Test or OSA, except where the cancellation is as a result of extreme weather. Any such refunds will be subject to the requirements set out in this document and approval of the NOCN Job Cards Quality Assurance Personnel.

This Fee is an additional charge payable on notification for all CPCS Technical Tests and OSAs notified to CPCS as occurring outside of Working Hours. There is a separate Fee payable for the Theory Test element and the Practical Test element of a Technical Test. The total Fee for Out of Hours testing, including both elements of the Technical Test is £100 (with the exception of Appointed Persons).

The purpose of the Fee is to contribute to the additional cost of monitoring. However, the Fee is still payable for all notifications, irrespective of whether the specific CPCS Technical Test or OSA is monitored or not.

CPCS will not refund the noted Fee on the cancellation of CPCS Technical Test or OSA, except during periods of extreme weather. Any such refunds will be subject to the requirements set out in this document and the approval of the NOCN Job Cards Quality Assurance Personnel.

This Fee is an additional charge payable on notification for all CPCS Advanced Technical Tests notified to CPCS and in addition to the CPCS Standard Technical Test notification Fee.

The purpose of the Fee is to contribute to the additional cost of 100% monitoring.

CPCS will not refund the notified Fee on the cancellation of the CPCS Test or Assessment, except where the cancellation is as a result of extreme weather. Any such refunds will be subject to the requirements set out in this document and the approval of the NOCN Job Cards Quality Assurance Personnel.

**Note:** A total Fee of £50 will therefore be payable for each CPCS Advanced Technical Test notified as occurring during Working Hours. A total fee of £75 will therefore be payable for each CPCS Advanced Technical Test notified as occurring outside of Working Hours.

This Fee is an additional charge on CPCS Test Centres who fail to inform the NOCN Job Cards Quality Assurance Personnel that any notified activity has been cancelled, resulting in NOCN Job Cards Quality Assurance Personnel arriving to monitor a test or assessment. This is subject to CPCS Team Manager approval.

2. The Fees shall be paid in accordance with the terms and conditions set out in the table above.

3. All payments shall be made in GBP and shall be subject to, and made in accordance with, the invoicing and payments section in the Standard Terms and/or the Form of Agreement as updated from time to time and reference our invoice number where provided.

4. Centre shall pay NOCN Job Cards any sums due under such an invoice no later than a period of 30 days from the date of the invoice.
5. No payment shall be deemed to have been received until we have received cleared funds.

6. In the event that the Test Centre does not comply with the requirements set out in Section 7 of the CPCS Scheme Booklet for Test Centres and clauses 2 and/or 4 above, the Test Centre will be immediately suspended until full payment is made.

7. It may be possible in certain circumstances for Fees to be waived by the NOCN Job Cards Quality Assurance Personnel.

8. NOCN Job Cards reserves the right to decide when Fees are waived by the NOCN Job Cards Quality Assurance Personnel or NOCN Job Cards staff.

9. Contact your NOCN Job Cards Quality Assurance Personnel should you require assistance regarding current Fees. (Full details can be found within the CPCS-ON Library.)
### SCHEDULE 2: MAXIMUM CHARGES

As published and amended from time to time by NOCN Job Cards
(See Form of Agreement for CPCS Centres)

1. **CPCS Standard Theory Test**
   Maximum charge = £100 (refer to point 5 for elements covered).

2. **CPCS Standard Practical Test**
   Maximum charges per plant category split into three groups in columns 3A, 3B and 3C in the table below.
   - **Category 3A** = £725 (refer to point 5 for elements covered).
   - **Category 3B** = £425 (refer to point 5 for elements covered).
   - **Category 3C** = £325 (refer to point 5 for elements covered).

<table>
<thead>
<tr>
<th>3A = £725</th>
<th>3B = £425</th>
<th>3C = £325</th>
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<tbody>
<tr>
<td>Conveying Pump</td>
<td>Compact Crane</td>
<td>Agricultural Tractor</td>
</tr>
<tr>
<td>Crawler Crane</td>
<td>Crane/Lifting Operations Supervisor</td>
<td>Appointed Person</td>
</tr>
<tr>
<td>Crawler – Tractor/Dozer</td>
<td>Crusher</td>
<td>Hoist</td>
</tr>
<tr>
<td>Crawler – Tractor/Side Boom</td>
<td>Demolition Operations – Skid Steer</td>
<td>MEWP Boom</td>
</tr>
<tr>
<td>Demolition Plant (D90)</td>
<td>Tool Carrier</td>
<td>MEWP Mast Climber</td>
</tr>
<tr>
<td>Excavator 180° above 5 tonnes</td>
<td>Demolition Plant – Pedestrian</td>
<td>MEWP Scissor</td>
</tr>
<tr>
<td>Excavator 360° above 10 tonnes</td>
<td>Operated</td>
<td>Piling Rig – Tripod</td>
</tr>
<tr>
<td>Mobile Crane</td>
<td>Dragline</td>
<td>Ride-on Roller</td>
</tr>
<tr>
<td>Motorised Scraper</td>
<td>Dump Truck Articulated</td>
<td>Plant Roller</td>
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<tr>
<td>Piling Rig – Bored above/below 20 tonnes</td>
<td>Dump Truck Rigid</td>
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<tr>
<td>Piling Rig – Driven above/below 20 tonnes</td>
<td>Excavator 180° below 5 tonnes</td>
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<tr>
<td>Soil/Landfill Compactor</td>
<td>Excavator 360° below 10 tonnes</td>
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<tr>
<td>Soil Stabilisers</td>
<td>Forklift Side Loader</td>
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<tr>
<td>Stationary Concrete Placing Boom</td>
<td>Forward Tipping Dumper</td>
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<tr>
<td>Tower Crane (Endorsement A &amp; B)</td>
<td>Grader</td>
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<tr>
<td>Tracked Loading Shovel</td>
<td>Industrial Counterbalanced Forklift</td>
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<tr>
<td>Trailer Mounted Concrete Pump</td>
<td>Loader/Compressor</td>
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<tr>
<td>Truck Mounted Concrete Boom Pump</td>
<td>Loader/Securer – non STGO</td>
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<tr>
<td>Vacuum Excavator</td>
<td>Loader/Securer – STGO</td>
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<tr>
<td>Wheeled Loading Shovel</td>
<td>Lorry Loader</td>
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3. **CPCS Advanced Theory Test**
   There is no maximum charge.

4. **CPCS On-Site Assessment**
   There is no maximum charge.
5. Where a maximum charge has been set the following elements need to be included.
   - Plant hire for the duration of the test, lease or procurement costs.
   - Tester costs.
   - Tester expenses.
   - Test Site land rental costs.
   - Administration and staff costs.
   - Supporting Operator charges, if role cannot be fulfilled by Tester (as defined in the Scheme Booklet for Test Centres).
   - Any other Test Centre costs not explicitly excluded.
   - CPCS Technical Test Notification Fee. (Refer to Fee structure 2.1 in Schedule 1: Fees.)

6. Where a maximum charge has been set, the following elements need not be included.
   - VAT: the figures quoted are all net, so VAT may be charged in addition to the maximum charge.
   - CPCS Technical Test and OSA Out of Hours Notification Fee: if the Candidate wants to complete the Technical Test Out of Hours, this cost can be charged in addition to the maximum charge. (Refer to Fee structure 2.2 in Schedule 1: Fees.)
   - Out of Hours Test Centre expenses: if the Test Centre has to pay staff overtime to complete tests Out of Hours on the customer’s request, they may pass their additional expenses on to the customer, in addition to the maximum charge, if agreed before testing begins.
   - Any additional Fees agreed with the customer: if a customer wishes to negotiate specific criteria regarding when and where tests are undertaken and the Test Centre is willing to accommodate such requests, by agreement of both parties it will be permitted for such additional Fees to be outlined in the quotation and, if agreed, be subsequently charged.
   - Translator Fees: if the Candidate requires a translator, the costs of provision and co-ordination can be charged in addition to the maximum charge.
   - VQ registration charges: if the Candidate wants to be registered for the VQ, the registration Fee can be charged in addition to the maximum charge.
## SCHEDULE 3: CPCS TRADE MARKS AND BRANDING GUIDELINES

as published and amended from time to time by the Owner
(see clause Listed Trade Marks(s) in the Form of Agreement)

### CPCS Trade Mark

<table>
<thead>
<tr>
<th>Application number</th>
<th>Mark/text</th>
<th>Application date</th>
<th>Classes</th>
</tr>
</thead>
<tbody>
<tr>
<td>UK00002488306 &amp;</td>
<td>CPCS</td>
<td>23.05.08</td>
<td>09, 16, 37, 39, 41, 42 &amp; 45</td>
</tr>
<tr>
<td>UK00002488307</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>UK00002488571 &amp;</td>
<td>[Image of CPCS mark]</td>
<td>27.05.08</td>
<td>09, 16, 37, 39, 41, 42 &amp; 45</td>
</tr>
<tr>
<td>UK00002488574</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>UK00002488569 &amp;</td>
<td>Construction Plant Competence Scheme</td>
<td>27.05.08</td>
<td>09, 16, 37, 39, 41, 42 &amp; 45</td>
</tr>
<tr>
<td>UK00002488576</td>
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</tr>
<tr>
<td>UK00003188011</td>
<td>Construction Plant Competence Scheme</td>
<td>27/09/2016</td>
<td>9 16 41 42</td>
</tr>
<tr>
<td>UK00003188009</td>
<td></td>
<td>27/09/2016</td>
<td>09 16 41 45</td>
</tr>
</tbody>
</table>

### Branding Guidelines

As published and amended from time to time by NOCN Job Cards
(published as an independent document on the CPCS-ON Library)
### Article A: Technical Test details by Category

<table>
<thead>
<tr>
<th>Cat. ref.</th>
<th>Category</th>
<th>On centre / off centre</th>
<th>Practical Test Area minimum size*</th>
</tr>
</thead>
<tbody>
<tr>
<td>A02</td>
<td>Crawler Crane</td>
<td>Off centre</td>
<td>In accordance with machine and test specification</td>
</tr>
<tr>
<td>A04</td>
<td>Tower Crane</td>
<td>Off centre</td>
<td>In accordance with machine and test specification</td>
</tr>
<tr>
<td>A05</td>
<td>Dragline</td>
<td>Off centre</td>
<td>In accordance with machine and test specification</td>
</tr>
<tr>
<td>A06</td>
<td>Concrete Pump – Truck Mounted Boom</td>
<td>Off centre</td>
<td>In accordance with machine and test specification</td>
</tr>
<tr>
<td>A09</td>
<td>Forward Tipping Dumper</td>
<td>On centre</td>
<td>60 m x 60 m 3600 m²</td>
</tr>
<tr>
<td>A10</td>
<td>Excavator 180° below 5 tonnes</td>
<td>On centre</td>
<td>30 m x 30 m 900 m²</td>
</tr>
<tr>
<td>A12</td>
<td>Excavator 180° above 5 tonnes</td>
<td>On centre</td>
<td>60m x 60m 3600 m²</td>
</tr>
<tr>
<td>A14</td>
<td>Rough Terrain Masted Forklift</td>
<td>On centre</td>
<td>60 m x 60 m 3600 m²</td>
</tr>
<tr>
<td>A15</td>
<td>Forklift Side Loader</td>
<td>On centre</td>
<td>30 m x 30 m 900 m²</td>
</tr>
<tr>
<td>A16</td>
<td>Industrial Forklift Truck</td>
<td>Off centre</td>
<td>In accordance with machine and test specification</td>
</tr>
<tr>
<td>A17</td>
<td>Telescopic Handler</td>
<td>On centre**</td>
<td>60 m x 60 m 3600 m²</td>
</tr>
<tr>
<td>A18</td>
<td>Reach Truck</td>
<td>On centre</td>
<td>15 m x 15 m 225 m²</td>
</tr>
<tr>
<td>A19</td>
<td>Grader</td>
<td>Off centre</td>
<td>In accordance with machine and test specification</td>
</tr>
<tr>
<td>A20</td>
<td>Hoist</td>
<td>Off centre</td>
<td>In accordance with machine and test specification</td>
</tr>
<tr>
<td>A21</td>
<td>Wheeled Loading Shovel</td>
<td>On centre</td>
<td>40 m x 40 m 1600 m²</td>
</tr>
<tr>
<td>A22</td>
<td>Tracked Loading Shovel</td>
<td>On centre</td>
<td>90 m x 90 m 8100 m²</td>
</tr>
<tr>
<td>A23</td>
<td>Skid Steer Loader</td>
<td>On centre</td>
<td>30 m x 30 m 900 m²</td>
</tr>
<tr>
<td>A24</td>
<td>Motorised Scraper</td>
<td>Off centre</td>
<td>In accordance with machine and test specification</td>
</tr>
<tr>
<td>A25</td>
<td>Mobile Elevating Work Platform – Scissor</td>
<td>On centre</td>
<td>20 m x 20 m 400 m²</td>
</tr>
<tr>
<td>A26</td>
<td>Mobile Elevating Work Platform – Boom</td>
<td>On centre</td>
<td>20 m x 20 m 400 m²</td>
</tr>
<tr>
<td>A27</td>
<td>Mobile Elevating Work Platform – Mast Climber</td>
<td>Off centre</td>
<td>In accordance with machine and test specification</td>
</tr>
<tr>
<td>Cat. ref.</td>
<td>Category</td>
<td>On centre / off centre</td>
<td>Practical Test Area minimum size*</td>
</tr>
<tr>
<td>----------</td>
<td>----------</td>
<td>------------------------</td>
<td>----------------------------------</td>
</tr>
<tr>
<td>A30</td>
<td>Piling Rig – Tripod</td>
<td>Off centre</td>
<td>In accordance with machine and test specification</td>
</tr>
<tr>
<td>A31</td>
<td>Ride-on Roller</td>
<td>On centre</td>
<td>30 m x 30 m 900 m²</td>
</tr>
<tr>
<td>A32</td>
<td>Soil/Landfill Compactor</td>
<td>Off centre</td>
<td>In accordance with machine and test specification</td>
</tr>
<tr>
<td>A33</td>
<td>Agricultural Tractor</td>
<td>On centre</td>
<td>40 m x 40 m 1600 m²</td>
</tr>
<tr>
<td>A34</td>
<td>Crawler – Tractor/Dozer</td>
<td>Off centre</td>
<td>In accordance with machine and test specification</td>
</tr>
<tr>
<td>A35</td>
<td>Crawler – Tractor/Side Boom</td>
<td>Off centre</td>
<td>In accordance with machine and test specification</td>
</tr>
<tr>
<td>A36</td>
<td>Lorry Loader</td>
<td>On centre</td>
<td>30 m x 30 m 900 m²</td>
</tr>
<tr>
<td>A37</td>
<td>Trencher</td>
<td>Off centre</td>
<td>In accordance with machine and test specification</td>
</tr>
<tr>
<td>A39</td>
<td>Skip Handler</td>
<td>Off centre</td>
<td>In accordance with machine and test specification</td>
</tr>
<tr>
<td>A40</td>
<td>Slinger/Signaller</td>
<td>On centre</td>
<td>In accordance with machine and test specification</td>
</tr>
<tr>
<td>A41</td>
<td>Loader Compressor</td>
<td>On centre</td>
<td>30m x 30m 900 m²</td>
</tr>
<tr>
<td>A42</td>
<td>Crusher</td>
<td>Off centre</td>
<td>In accordance with machine and test specification</td>
</tr>
<tr>
<td>A43</td>
<td>Screener</td>
<td>Off centre</td>
<td>In accordance with machine and test specification</td>
</tr>
<tr>
<td>A44</td>
<td>Concrete Pump Trailer Mounted</td>
<td>Off centre</td>
<td>In accordance with machine and test specification</td>
</tr>
<tr>
<td>A45</td>
<td>Piling Rig – Driven below 20 tonnes</td>
<td>Off centre</td>
<td>In accordance with machine and test specification</td>
</tr>
<tr>
<td>A46</td>
<td>Piling Rig – Driven above 20 tonnes</td>
<td>Off centre</td>
<td>In accordance with machine and test specification</td>
</tr>
<tr>
<td>A47</td>
<td>Piling Rig – Bored below 20 tonnes</td>
<td>Off centre</td>
<td>In accordance with machine and test specification</td>
</tr>
<tr>
<td>A48</td>
<td>Piling Rig – Bored above 20 tonnes</td>
<td>Off centre</td>
<td>In accordance with machine and test specification</td>
</tr>
<tr>
<td>A49</td>
<td>Loader/Securer – non STGO</td>
<td>On centre</td>
<td>50 m x 50 m 2500 m²</td>
</tr>
<tr>
<td>A50</td>
<td>Loader/Securer – STGO</td>
<td>Off centre</td>
<td>In accordance with machine and test specification</td>
</tr>
<tr>
<td>A56</td>
<td>Dump Truck – Articulated Chassis</td>
<td>Off centre</td>
<td>In accordance with machine and test specification</td>
</tr>
<tr>
<td>A57</td>
<td>Dump Truck – Rigid Chassis</td>
<td>Off centre</td>
<td>In accordance with machine and test specification</td>
</tr>
<tr>
<td>Cat. ref.</td>
<td>Category</td>
<td>On centre / off centre</td>
<td>Practical Test Area minimum size*</td>
</tr>
<tr>
<td>----------</td>
<td>----------------------------------------------</td>
<td>------------------------</td>
<td>----------------------------------</td>
</tr>
<tr>
<td>A58</td>
<td>Excavator 360° below 10 tonnes</td>
<td>On centre***</td>
<td>30 m x 30 m 900 m²</td>
</tr>
<tr>
<td>A59</td>
<td>Excavator 360° above 10 tonnes</td>
<td>On centre***</td>
<td>90 m x 90 m 8100 m²</td>
</tr>
<tr>
<td>A60</td>
<td>Mobile Crane</td>
<td>On centre</td>
<td>30m x 30m 900 m² (with a minimum width of 30 m)</td>
</tr>
<tr>
<td>A61</td>
<td>Appointed Person</td>
<td>Off centre</td>
<td>Classroom-based</td>
</tr>
<tr>
<td>A62</td>
<td>Crane/Lifting Operations Supervisor</td>
<td>On centre</td>
<td>30 m x 30 m 900 m²</td>
</tr>
<tr>
<td>A64</td>
<td>Overhead Travelling Crane</td>
<td>Off Centre</td>
<td>In accordance with machine and test specification</td>
</tr>
<tr>
<td>A66</td>
<td>Compact Crane</td>
<td>On centre</td>
<td>15 m x 15 m 225 m²</td>
</tr>
<tr>
<td>A67</td>
<td>Tunnelling Locomotive</td>
<td>Off centre</td>
<td>In accordance with machine and test specification</td>
</tr>
<tr>
<td>A68</td>
<td>Plant Driving</td>
<td>Off centre</td>
<td>In accordance with machine and test specification</td>
</tr>
<tr>
<td>A71</td>
<td>Soil Stabiliser</td>
<td>Off centre</td>
<td>In accordance with machine and test specification</td>
</tr>
<tr>
<td>A72</td>
<td>Stationary Concrete Placing Boom</td>
<td>Off centre</td>
<td>In accordance with machine and test specification</td>
</tr>
<tr>
<td>A73</td>
<td>Plant and Vehicle Marshaller</td>
<td>Off Centre</td>
<td>70m x 35m 2450 m²</td>
</tr>
<tr>
<td>A74</td>
<td>Piling Rig Attendant</td>
<td>Off Centre</td>
<td>In accordance with machine and test specification</td>
</tr>
<tr>
<td>A75</td>
<td>Conveying Pump</td>
<td>Off Centre</td>
<td>In accordance with machine and test specification</td>
</tr>
<tr>
<td>A77</td>
<td>Telescopic Handler 360 slew</td>
<td>On Centre</td>
<td>60 m x 60 m 3600 m²</td>
</tr>
<tr>
<td>A78</td>
<td>Vacuum Excavator</td>
<td>On Centre</td>
<td>In accordance with machine and test specification</td>
</tr>
<tr>
<td>D90</td>
<td>Demolition Plant</td>
<td>Off centre</td>
<td>In accordance with machine and test specification</td>
</tr>
<tr>
<td>D91</td>
<td>Demolition Plant – Pedestrian Operated</td>
<td>Off centre</td>
<td>In accordance with machine and test specification</td>
</tr>
<tr>
<td>D92</td>
<td>Demolition Operations - Skid Steer Tool Carrier</td>
<td>Off centre</td>
<td>In accordance with machine and test specification</td>
</tr>
</tbody>
</table>

**Note:**

*The CPCS Practical Test Areas will be regularly reviewed.*

** A17 - Telescopic Handler: ** Not applicable if adding Endorsement E to an existing card (i.e. already holds A17 Endorsements A or B or C).

***A58/A59 - Excavator 360:*** Not applicable if adding Endorsement C to an existing card that was issued prior to 09 July 2012.
Article B: Table of sanctions for the breach of the Scheme Booklet for Test Centres and/or Centre Agreement

Level 1
Action plan

Failure to comply with internal quality assurance systems

Level 2
Written warning and action plan

Minor infringement of scheme booklet that does not affect CPCS Technical Test outcome

Level 3a
Category suspension at CPCS Tester Reg

CPCS Test Site no longer complies with scheme booklet but with opportunity for redress

Level 3b
Suspension of CPCS Tester registration

Infringement of scheme rules that affects CPCS Technical Test or CPCS Card applications but with opportunity for redress

Systematic or substantial scheme rule infringement

Level 3c
Withdrawal of CPCS Tester registration

Infringement of scheme rules for a category but with opportunity for redress

Level 4a
Category suspension at CPCS Test Site

CPCS Test Site no longer complies with scheme booklet but with opportunity for redress

Systematic or substantial scheme rule infringement

Level 4b
CPCS Test Site suspension

If Test Centre only has a single CPCS Test Site

Infringement of scheme rules that fraudulently affects CPCS Technical Test or CPCS Card applications

Level 4c
Withdrawal of CPCS Test Site Approval or Registration

Level 5a
Category suspension at Test Centre

Infringement of scheme rules that affects a category offered by the Test Centre

Level 5b
Test Centre suspension

Level 5c
Withdrawal of Test Centre Approval or Registration

Systematic or substantial scheme rule infringement

CPCS Test Site no longer complies with scheme booklet for a category but with opportunity for redress

Minor infringement of scheme booklet that affects CPCS Technical Test or CPCS Card application
<table>
<thead>
<tr>
<th>Level</th>
<th>Sanction</th>
<th>Rationale</th>
<th>Issues</th>
</tr>
</thead>
</table>
| 1     | Corrective observation | Written warning with follow up audit/verification | • Inadequate document and management systems  
• Poor customer service  
• Candidate not made aware of their right of appeal  
• Inadequate CPCS Test Site induction  
• Inadequate welfare facilities and/or Theory Test Area (room)  
• Failure to prepare for CPCS Technical Test/On-Site Assessment  
• Candidate not supported in card application process  
• Testing facilities poorly maintained and/or require attention |
|       | Applicable to ALL | • Minor infringement of Scheme Booklet or Centre Agreement with NO EFFECT ON TEST(S) or ASSESSMENT(S) OUTCOME(S) | • Failure to comply with written warning  
• Quality assurance system not robust  
• Failure to ensure CPCS Tester qualifications/certification are valid  
• Failure to ensure that the plant and equipment meet scheme requirements  
• Delivery of CPCS Practical Tests, where Candidate has failed CPCS Theory Test  
• Delivery of CPCS Practical Tests, where Candidate does not have a valid theory and/or Health, safety and environment Test  
• Failure to give required notification of a CPCS Practical and or Theory Test  
• Failure to inform CPCS of cancellations of CPCS Technical Tests  
• Failure to correctly notify location of off-centre CPCS Technical Tests  
• Failure to prepare Practical and or Theory Test Area  
• CPCS sign-off sheets not correctly completed  
• Failure to comply with CPCS Tester ratios  
• Failure to submit CPCS Test results in accordance with scheme requirements and/or inadequate storage facilities of test outcomes  
• Failure to comply with NOCN Job Cards financial terms and conditions  
• Failure to submit annual maintenance visit declaration within 10 Business Days of due date |
|       | Suspension of CPCS-ON login with action plan | • Failure to comply with action plan (escalated from Level 1)  
• Continuing minor infringement of Scheme Booklet NO EFFECT ON TEST(S) or ASSESSMENT(S) OUTCOME(S)  
• Failure to comply with internal quality assurance systems  
• Infringement of Scheme Booklet that affects CPCS Technical Test, On-Site Assessment or CPCS Card application but with opportunity for redress  
• Non-compliance with NOCN Job Cards financial procedures associated with Test Centre Approval or Registration criteria | • Failure to comply with written warning  
• Quality assurance system not robust  
• Failure to ensure CPCS Tester qualifications/certification are valid  
• Failure to ensure that the plant and equipment meet scheme requirements  
• Delivery of CPCS Practical Tests, where Candidate has failed CPCS Theory Test  
• Delivery of CPCS Practical Tests, where Candidate does not have a valid theory and/or Health, safety and environment Test  
• Failure to give required notification of a CPCS Practical and or Theory Test  
• Failure to inform CPCS of cancellations of CPCS Technical Tests  
• Failure to correctly notify location of off-centre CPCS Technical Tests  
• Failure to prepare Practical and or Theory Test Area  
• CPCS sign-off sheets not correctly completed  
• Failure to comply with CPCS Tester ratios  
• Failure to submit CPCS Test results in accordance with scheme requirements and/or inadequate storage facilities of test outcomes  
• Failure to comply with NOCN Job Cards financial terms and conditions  
• Failure to submit annual maintenance visit declaration within 10 Business Days of due date |
| 2     | Corrective action | Suspension of CPCS-ON login with action plan  
If suspended no concessions will be allowed  
Test Centre may result completed tests/assessments already notified by contacting the Card Services Department but cannot notify any further tests or assessments until logins are re-instated by CPCS | • Failure to comply with written warning  
• Quality assurance system not robust  
• Failure to ensure CPCS Tester qualifications/certification are valid  
• Failure to ensure that the plant and equipment meet scheme requirements  
• Delivery of CPCS Practical Tests, where Candidate has failed CPCS Theory Test  
• Delivery of CPCS Practical Tests, where Candidate does not have a valid theory and/or Health, safety and environment Test  
• Failure to give required notification of a CPCS Practical and or Theory Test  
• Failure to inform CPCS of cancellations of CPCS Technical Tests  
• Failure to correctly notify location of off-centre CPCS Technical Tests  
• Failure to prepare Practical and or Theory Test Area  
• CPCS sign-off sheets not correctly completed  
• Failure to comply with CPCS Tester ratios  
• Failure to submit CPCS Test results in accordance with scheme requirements and/or inadequate storage facilities of test outcomes  
• Failure to comply with NOCN Job Cards financial terms and conditions  
• Failure to submit annual maintenance visit declaration within 10 Business Days of due date |
## CPCS Tester sanctions

<table>
<thead>
<tr>
<th>Level</th>
<th>Sanction</th>
<th>Rationale</th>
<th>Issues</th>
</tr>
</thead>
</table>
| 3a         | Category suspension with action plan   | • Continuing category specific CPCS Tester infringement of scheme booklet (escalated from Level 1)  
• CPCS Tester infringement of CPCS Practical Test Scheme Booklet for a category but with opportunity for redress | • Failure to comply with action plan  
• Failure to follow category specific CPCS Practical Test procedures  
• Failure to demonstrate category specific knowledge, as documented in the CPCS Advanced Technical Test  
• Leading the Candidate in any CPCS Technical Test  
• Failure to ensure that CPCS sign-off sheets are correctly completed  
• Lack of knowledge and practical skills specific to a category |
| 3b         | Suspension of CPCS Tester with action plan  
Immediate suspension until resolved – can be escalated to Level 3c after 30 days of issue of Level 3b | • Continuing tester category specific infringement of scheme booklet (escalated from Level 3a)  
• CPCS Tester infringement of scheme booklet that affects CPCS Practical Test or CPCS Card applications, but with opportunity for redress | • Failure to comply with action plan (escalated from Level 1)  
• Failure to comply with action plan (escalated from Level 3a)  
• CPCS Tester is not fully conversant with Scheme Booklet  
• Failure to co-operate with NOCN Job Cards Quality Assurance Personnel or other NOCN Job Cards staff  
• Failure to respond to correspondence from CPCS  
• Failure to comply with Candidate to CPCS Tester ratios  
• Failure to carry out test in accordance with notification  
• Required qualifications/certificates not maintained  
• Failure to deliver CPCS Technical Tests/Assessments to standards described in relevant test/assessment papers |
| 3c         | Tester removed from scheme              | • Continuing CPCS Tester infringements of scheme booklet (escalated from Level 3b)  
• Breach of health and safety legislation  
• Health and safety risk to Candidate during test/assessment process | • Failure to comply with action plan (escalated from Level 3b)  
• Failure to protect Candidate from risk to their health and safety  
• Fraudulent completion of CPCS Technical Test sign-off sheet  
• Candidate inadequately supervised during test/assessment process  
• Improper or unsafe conduct  
• Failure to comply with relevant health and safety legislation  
• Breach of equality legislation  
• Three or more sanctions issued within a 12-month period |
<table>
<thead>
<tr>
<th>Level</th>
<th>Sanction</th>
<th>Rationale</th>
<th>Issues</th>
</tr>
</thead>
<tbody>
<tr>
<td>4a</td>
<td>Improvement notice</td>
<td>• Continuing category specific Test Site infringement of Scheme Booklet (escalated from Level 2)</td>
<td>• Failure to comply with action plan (escalated from Level 2)</td>
</tr>
<tr>
<td></td>
<td>Immediate suspension at CPCS Test Site with action plan</td>
<td>• Test Site no longer complies to Scheme Booklet for a category but with opportunity for redress</td>
<td>• Inadequate facilities to deliver CPCS Technical Tests</td>
</tr>
<tr>
<td></td>
<td><strong>Immediate suspension until resolved</strong></td>
<td></td>
<td>• Ground conditions not suitable for specific category</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Failure to have a registered CPCS Tester available</td>
</tr>
<tr>
<td>4b</td>
<td>Improvement notice</td>
<td>• Continuing Test Site infringement of Scheme Booklet (escalated from Level 2)</td>
<td>• Failure to comply with written warning (escalated from Level 2)</td>
</tr>
<tr>
<td></td>
<td>CPCS Test Site suspension with action plan</td>
<td>• Continuing category specific Test Site facility infringements of Scheme Booklet (escalated from Level 4a)</td>
<td>• Failure to comply with action plan (escalated from Level 4a)</td>
</tr>
<tr>
<td></td>
<td><strong>Immediate suspension until resolved</strong></td>
<td>• Test Site no longer complies with Scheme Booklet, but with opportunity for redress</td>
<td>• Failure to comply with health and safety regulations</td>
</tr>
<tr>
<td></td>
<td>Can be escalated to Level 4c after 30 days of issue of Level 4b</td>
<td></td>
<td>• Failure to ensure that there is an adequate site induction programme</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Failure to implement a safe system of work</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Failure to provide a risk assessment</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Facilities changed without prior notification and/or agreement with NOCN Job Cards Quality Assurance Personnel</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• No accident and emergency procedure</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Test Site no longer meets scheme standards</td>
</tr>
<tr>
<td>4c</td>
<td>Scheme removal notice</td>
<td>• Continuing Test Site facility infringements of Scheme Booklet (escalated from Level 4b)</td>
<td>• Failure to comply with action plan (escalated from Level 4b)</td>
</tr>
<tr>
<td></td>
<td>CPCS Test Site approval or registration removed</td>
<td>• Test Site no longer complies with Scheme Booklet</td>
<td>• Test areas below standard required</td>
</tr>
<tr>
<td></td>
<td>To regain site approval or registration a new application is required along with appropriate Fee</td>
<td></td>
<td>• Failure to manage environment and/or health and safety hazards</td>
</tr>
<tr>
<td></td>
<td><strong>No guaranteed return to scheme</strong></td>
<td></td>
<td>• Breach of health and safety legislation</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Three or more sanctions applied to Test Site within any 12-month period</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Test Site no longer complies with Practical Test Area minimum size</td>
</tr>
<tr>
<td>Level</td>
<td>Sanction</td>
<td>Rationale</td>
<td>Issues</td>
</tr>
<tr>
<td>-------</td>
<td>---------------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------</td>
</tr>
<tr>
<td>5a</td>
<td>Category suspension at Test Centre with action plan</td>
<td>• Test Centre continuation to breach Scheme Booklet</td>
<td>• Failure to comply with action plan (escalated from Level 4c)</td>
</tr>
<tr>
<td></td>
<td>Immediate suspension until resolved</td>
<td>• Centre unable to provide sufficient facilities/resources category specific</td>
<td>• Insufficient facilities and/or resources</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Poorly maintained facilities or equipment</td>
</tr>
<tr>
<td></td>
<td>No guaranteed return to scheme</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5b</td>
<td>Test Centre suspension with action plan</td>
<td>• Test Centre infringement of Scheme Booklet (escalated from Level 2 at centre level)</td>
<td>• Failure to comply with action plan (escalated from Level 2)</td>
</tr>
<tr>
<td></td>
<td>Immediate suspension until resolved – can be escalated to Level 5c after 30 days of issue of Level 5b</td>
<td>• Category specific Test Centre facility infringement of Scheme Booklet (escalated from Level 5a)</td>
<td>• Failure to comply with action plan (escalated from Level 5a)</td>
</tr>
<tr>
<td></td>
<td>No guaranteed return to scheme</td>
<td>• Infringement of Scheme Booklet that affects CPCS Technical Test outcome or CPCS Card application but with opportunity for redress</td>
<td>• Use of non-registered or non-carded CPCS Tester</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• CPCS Technical Tests or CPCS On-Site Assessments not delivered in accordance with scheme requirements</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Failure to comply with written warning(s) or correspondence</td>
</tr>
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<td></td>
<td></td>
<td></td>
<td>• CPCS staff refused access to areas to be monitored/audited</td>
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<td></td>
<td></td>
<td></td>
<td>• Insufficient administration support in centre</td>
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<td></td>
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<td></td>
<td>• Inadequate customer support/service</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>• Insufficient number of tests/assessment completed within annual approval or registration period</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Failure to complete annual maintenance visit requirements</td>
</tr>
<tr>
<td>5c</td>
<td>Scheme removal notice</td>
<td>• Test Centre infringement of Scheme Booklet (escalated from Level 5b)</td>
<td>• Failure to comply with action plan (escalated from Level 5b)</td>
</tr>
<tr>
<td></td>
<td>Removal of Test Centre approval or registration</td>
<td>• Major breach of approval or NOCN Job Cards Standard Terms and/or Form of Agreement for CPCS</td>
<td>• Breach of legal obligations set out in Centre Agreement</td>
</tr>
<tr>
<td></td>
<td>No guaranteed return to scheme</td>
<td></td>
<td>• Fraudulent completion of CPCS Practical or Theory Test sign-off sheets</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Malpractice</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Three or more sanctions applied to centre within any 12-month period</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Breach of health and safety legislation or NOCN Job Cards Standard terms and/or Form of Agreement for CPCS</td>
</tr>
</tbody>
</table>

Please note the issues given above as examples are non-exhaustive.
Article C: Further sources of information

CPCS
CPCS helpline: 0844 815 7274
CPCS website: www.nocnjobcards.org

These sources will be able to provide information on how to:
- get a CPCS Card
- find a Test Centre.

Report CPCS Fraud
Fraud email: product@jobcards.org

CITB Health, safety and environment test
HS&E booking number: 0344 994 4488
HS&E website www.citb.co.uk/hsandetest

These sources will be able to provide information on how to:
- prepare for the Health, safety and environment test
- book the Health, safety and environment test.

CPCS Renewal test
Renewal test booking number: 0344 994 4488
Renewal test website www.nocnjobcards.org

These sources will be able to provide information on how to:
- prepare for the CPCS Renewal test
- book the CPCS Renewal test.

CITB Grant
Grant website www.citb.co.uk/grant

This source will be able to provide information on:
- what grant is
- what grants are available
- how much grant you can claim
- how to claim grant.

Translator agency
Agency name: Satis
Contact name: Stevan Alcock
Telephone number: 0131 467 0896
Mobile number: 07931 30 3363
Email: satis@satislang.com

This source will be able to provide information on:
- how to find a translator.
Article D: Acceptable photograph format

A Candidate’s image must conform to the standard passport photograph quality.

- Head and shoulders image only.
- Candidate looking forward.
- No headgear.
- Lighting to be such as to provide a clear image of the Candidate.
- Candidate to be seated in front of a plain, pale-coloured background.

The image will be cropped to 300 x 350 pixels within CPCS-ON.
Article E: Glossary of terms

The purpose of this section is to define the terms used throughout this Scheme Booklet.

The terms are listed in alphabetical order, with the exception of subsidiary elements (for example, all definitions relating to the CPCS Technical Test are listed under CPCS Technical Test and Assessments).

**Annual Audit**

The formal, annual audit of the Test Centre carried out by NOCN Job Cards.

**Annual Audit Fee**

The annual Fee payable by the Test Centre as set out in Schedule 1 of the Scheme Booklet.

**Appointed Person**

A CPCS Category relating to lifting operations, the testing requirements for which are set out further in the Approved Code of Delivery.

**Approved Code of Delivery (ACoD)**

The document which describes general principles, sets out the minimum standards, and provides further guidance in order to support CPCS Testers when delivering CPCS Technical Tests and OSAs.

**Business Day**

A day other than Saturday, Sunday or public holiday in both England and Wales.

**Card Services Department**

The department responsible for the development, delivery and monitoring of the CPCS Scheme and based at NOCN Job Cards, Innovation Way, King’s Lynn, Norfolk PE30 5BY.

**Category**

A category is defined as an:

- item of plant or equipment used within the construction industry in accordance with the manufacturer’s basic design; or
- agreed duty or occupation involving plant operations (such as Appointed Person, Slinger/Signaller).

There are two types of category for the CPCS Technical Test - either an On-centre Category or an Off-centre Category, depending on the appropriate site for delivering the CPCS Technical Test. Details of Categories and type are set out in Article A.

Categories covered by CPCS are continually reviewed. New Categories and Category Endorsements are added with the approval of the CPCS Management Committee following consultation with industry, manufacturers, practitioners and Test Centres.

For further information about the suitability of an item of plant or equipment in meeting Category requirements, contact your NOCN Job Cards Quality Assurance Personnel or the Card Services Department. CPCS interpretation and description of the plant or equipment is final.

**Category Endorsements**

Category Endorsements are applied to certain Categories of plant where there are significant differences in the type of plant due to weight, size, capacity or application. Category Endorsements enable CPCS to be more precise about the type of machine.
NOCN Job Cards Customer Operations

The administration of CPCS application forms along with the handling of calls and managing the network of CPCS Test Centres and Technical Test Notifications is currently completed by an independent team, CPCS Customer Operations based at Bircham Newton, King’s Lynn, Norfolk.

Quality Assurance Personnel

Quality Assurance Personnel are a group of individuals employed by NOCN Job Cards for the purpose of carrying out monitoring visits to ensure that Test Centres comply with the Scheme Booklet for Test Centres and (ACoD).

In addition to their primary role, NOCN Job Cards Quality Assurance Personnel can provide advice and guidance on CPCS. If a Test Centre wishes to have an advice visit, they should agree a suitable time and place for the visit with the NOCN Job Cards Quality Assurance Personnel (this service may incur an additional cost).

Client Partnership Test Site

A CPCS Test Site located on a client’s premises or on a building site that has been specifically approved or registered by CPCS. A Client Partnership Test Site must meet all CPCS Test Site facility and obligation requirements. A Test Centre would only be permitted to deliver CPCS Technical Tests at the client’s site for Categories for which they are approved or registered to offer at their centre.

CPCS Advanced Practical Test

The CPCS Advanced Practical Test is part of CPCS requirements for individuals applying for their first CPCS Tester Card or for those adding a category to a current CPCS Tester Card.

There is a CPCS Advanced 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.

All CPCS Advanced Practical Tests will be monitored by CPCS (100%).

The CPCS Advanced Practical Test needs to be completed within specified time limits.

The time limits have been set to ensure that a Candidate has sufficient work skills to be able to assess, test or train Candidates in the category of machine.

The Candidate must record a minimum of 80% on the CPCS Advanced Theory Test for the category before the CPCS Advanced Practical Test is attempted. However, the Candidate must achieve 100% on the CPCS Advanced Theory Test to record a pass and to apply for a tester card. This does not apply to Appointed Persons where the CPCS Advanced Theory Test is written.

CPCS Advanced Technical Test

The CPCS Advanced Technical Test is set by the Scheme at a higher level and designed to ensure that Candidates have the necessary combination of experience, knowledge and skills specific to a particular category covered by CPCS for the purpose of delivering training against scheme criteria, or conducting CPCS Technical Tests both at standard and advanced level. It has two elements:

- advanced theory test
- advanced practical test.

CPCS Advanced Theory Test

The CPCS Advanced Theory Test is part of CPCS requirements for individuals applying for their first CPCS Tester Card or for those adding a category to a current CPCS Tester Card.

There is a CPCS Advanced Theory Test for each category. Where a category has endorsements, the CPCS Advanced Theory Test is taken once but the CPCS Advanced Practical Test must be completed to attain each required endorsement.
The CPCS Advanced Theory Test must be answered verbally, in a one-on-one session with a CPCS Tester registered with a Test Centre.

All CPCS Advanced Theory Tests will be monitored by CPCS (100%).

There is guideline duration for the CPCS Advanced Theory Test, please refer to the Theory Test Q&A bank for all guideline durations.

The Candidate must record a minimum of 80% on the CPCS Advanced Theory Test for the category before the CPCS Advanced Practical Test is attempted. However, the Candidate must achieve 100% on the CPCS Advanced Theory Test to record a pass and to apply for a Tester card. This does not apply to Appointed Persons where the CPCS Advanced Theory Test is written.

The CPCS Advanced Theory Test result is valid for six months from the date of achievement for the purposes of progression onto the CPCS Advanced Practical Test.

**CPCS Card**

A card issued by CPCS to confirm the skills, knowledge and understanding, and competence of the individual holding the relevant card.

Red CPCS Trained Operator Card: a non-renewable two-year card issued by CPCS to individuals who meet CPCS requirements for a red card and have yet to achieve the relevant SVQ or NVQ.

Blue CPCS Competent Operator Card: a five-year card issued by CPCS to individuals who have met CPCS requirements for a blue card and have achieved the relevant SVQ or NVQ.

CPCS Tester Card: a two-year or five-year card issued by CPCS to individuals who meet CPCS requirements for a CPCS Tester. The difference between the cards is whether the individual has achieved the relevant assessor units.

**CPCS Practical Test**

The CPCS Practical Test is set to ensure practical ability through a series of practical activities, based on core operating skills.

**CPCS Standard Practical Test**

The CPCS Standard Practical Test is part of CPCS requirements for individuals applying for their first CPCS Operator Card or for those adding a category to a current CPCS Operator Card.

There is a CPCS Standard 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.

The CPCS Standard Practical Test needs to be completed within specified time limits.

The time limits have been set to ensure that a Candidate 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 Candidates to prove a sufficient measure of productivity when mapped against industry timescales.

The CPCS Standard Theory Test must be passed before the Standard Practical Test is attempted (with the exception of Appointed Persons). The CPCS Standard Theory Test is valid for six months from the date of achievement for the purpose of progression onto the CPCS Standard Practical Test.

**CPCS Standard Technical Test**

The CPCS Standard Technical Test is set by CPCS and designed to ensure that Candidates have the necessary knowledge and practical skills specific to CPCS learning outcomes for a particular category covered by CPCS. It has two elements:

- standard theory test
- standard practical test.
CPCS Standard Theory Test

The CPCS Standard Theory Test is part of CPCS requirements for individuals applying for their first CPCS Operator Card or for those adding a category to a current CPCS Operator Card.

There is a CPCS Standard Theory Test for each category. Where a category has endorsements, the CPCS Standard Theory Test is taken once but the CPCS Standard Practical Test must be completed to attain each required endorsement.

The CPCS Standard Theory Test must be answered verbally in a one-on-one session with a CPCS Tester registered with a Test Centre.

Individuals are required to achieve 80% to pass the CPCS Standard Theory Test and meet requirements for applying for a Trained or Competent Operator Card.

The CPCS Standard Theory test has some mandatory questions, i.e. this question must be answered correctly to get an overall achievement even if 80% of the other questions were answered correctly.

*Note: Mandatory questions are currently only in the Standard Theory Test for the category of Telescopic Handler.*

There is guideline duration for the CPCS Standard Theory Test, please refer to the Theory Test Q&A bank for all guideline durations.

The CPCS Standard Theory Test must be passed before the CPCS Standard Practical Test is attempted (with the exception of Appointed Persons). The CPCS Standard Theory Test is valid for six months from the date of achievement for the purpose of progression onto the CPCS Standard Practical Test.

There is a CPCS Standard Theory Test for each category. Where a category has endorsements, the CPCS Standard Theory Test is taken once but the CPCS Standard Practical Test must be completed to attain each required endorsement.

CPCS Theory Test

The CPCS Theory Test is set to identify a detailed robust test of knowledge and understanding directly related to a CPCS Category. Both the standard and advanced theory tests incorporate questions relating to:

- specific category- and environment-related health and safety
- Operator roles and responsibilities
- pre-start checks
- use of the Operator’s manual
- category-specific preparation, operating and shut-down requirements.

Named Contact

A person who acts as the single point of contact for individuals and who will deliver a customer-focused service to:

- promote CPCS
- assist with enquiries
- deliver CPCS Technical Tests
- arrange or deliver CITB Health, safety and environment test
- arrange or deliver VQ Level 2 in relevant occupations to obtain the CPCS Competence (blue) Card
- support Grant applications to CITB
- arrange or deliver any other further services required by CPCS.

Off-centre Category

A specialist Category covered by CPCS for which the CPCS Technical Test can be completed off-centre due to the requirements for specific working environments in order to complete appropriate tasks relating to the CPCS
Technical Test. These Categories can be completed on-centre if the CPCS Test Site has the facilities to do so. (Refer to Article A for a list of Categories.)

**On-centre Category**
A Category covered by CPCS for which the CPCS Technical Test must be completed at a Test Centre Site. (Refer to Article A for a list of Categories.)

**Out of Hours**
Times that fall outside of the Working Hours (see above).

**Practical Test Area**
An area of land within the CPCS Test Site that meets the CPCS category-specific resource requirements (including size of area) for the delivery of the practical element of the Technical Test.

**Scheme Booklet**
The Scheme Booklet for Test Centres as amended and published by NOCN Job Cards from time to time.

**Supporting Operator**
A person assigned to operate equipment and/or provide support directly associated with the Technical Test or On-site Assessment in order to meet all the activity requirements. This role is undertaken by an individual who is trained, certificated and competent for the category being tested.

**Test Centre**
An organisation which has been Approved or Registered by CPCS and which as a minimum comprises an administration office (which must be situated in a commercial premises for which non-domestic rates are payable and which must not be situated within a residential property or within the curtilage of any residential property) and a CPCS Test Site.

**Working Hours**
0800 - 1800 Monday-Friday and 0900 - 1300 on a Saturday.