



AN **nocn** JOB CARD

CPCS Online Delivery Policy and Procedure

Version 1.0 May 2021

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1. Introduction

1.1 Background

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

Normally the CPCS Competence Interview will be delivered during a one to one session with a CPCS Tester at a CPCS Test Centre. To aid in the delivery of the CPCS Competence Interview it has been agreed that the CPCS Competence Interview can be completed by undertaking the CPCS Competence Interview via an online platform.

1.2 Scope

- 1.2.1 This document outlines CPCS's policy and procedure for the administration and quality assurance of the CPCS Competence Interview. This document underpins CPCS's commitment to ensuring the integrity of CPCS Competence cards issued. Approved CPCS Test Centres must follow the requirements outlined in this document to maintain the security of the CPCS Competence Interview, whilst also ensuring that the interests of candidates are safeguarded.
- 1.2.2 The intended audience for this policy is:
- a) CPCS Test Centres
 - b) CPCS Testers
 - c) CPCS Competence Interview Candidates
 - d) CPCS Quality Assurance Personnel (EQA)
 - e) All individuals involved in the delivery, examination and administration of CPCS's products or services, including staff members and invigilators in CPCS Test Centres and associated sites.
- 1.2.3 This document covers the online delivery of the CPCS Competence Interview. This does not include CPCS Technical Tests (Theory or practical) or On-site Assessment. CPCS Test Centres should also refer to the following documents for further information:
- CPCS Scheme Booklet for Test Centres
 - CPCS Scheme Booklet for Testers
 - CPCS Scheme Booklet for Operators
 - CPCS Approved Code of Delivery (ACoD)
 - CPCS Competence Interview Rules
- 1.2.4 CPCS has produced additional guidance for candidates taking the CPCS Competence Interview. Please refer to the [CPCS Competence Interview Candidate Guidance](#) for further information.

2. Purpose

The purpose of this document is to:

- 2.1 Establish a clear set of rules that address security and control risks regarding the setting, delivery, printing, handling, distribution, transportation and storage of interview papers.
- 2.2 Outline individual responsibilities in ensuring that CPCS Competence Interviews are administered in a way which is compliant with this policy.
- 2.3 Establish resource and space requirements regarding the conduct of CPCS Competence Interviews.
- 2.4 Establish quality and delivery arrangements of CPCS Competence Interviews to maintain the confidentiality and integrity of CPCS Competence Interview material.
- 2.5 Outline the requirements for the quality assurance of the CPCS Competence Interview.
- 2.6 Confirm the actions that will be taken against individuals, or CPCS Test Centres, who are found to be in violation of this policy.

3. CPCS Competence Interview Delivery (Online)

- 3.1 A Test Centre is responsible for ensuring that the CPCS Competence Interview (Online) is delivered in line with this policy and the **CPCS Competence Interview Rules**.
- 3.2 A CPCS Test Centre must ensure that CPCS Competence Interviews are taken on a One to One basis with a CPCS Tester and are conducted using a suitable electronic online meeting platform such as Microsoft Teams, Zoom etc. using IT equipment which must have a camera, speakers and microphone. The platform chosen must have the facility to record visually and audibly all parties present in the online session.
- 3.3 A CPCS Test Centre can supply the candidate with a copy of the **CPCS Competence Interview Template** or direct them to the online Revision and Support Documents at: www.nocnjobcards.org allowing the candidate to prepare for the CPCS Competence Interview.
- 3.4 A Test Centre is responsible for ensuring that the CPCS Competence Interview, including basic details, discussion points delivered by the CPCS Tester and candidate responses, are recorded (digital visual and audio) using an online meeting platform recording functionality, with no interruptions from start to finish, and are able to be retrieved at a later date for auditing purposes by CPCS Quality Assurance personnel.
- 3.5 The requirement for a candidate to agree to digital visual and audio recording is part of the contractual requirements that the Candidate has with CPCS on application to the scheme. If the candidate refuses to agree for their CPCS Competence Interview to be digitally visual and audio recorded, the CPCS Test Centre should refuse to complete the CPCS Competence Interview, as the result would be invalid for supporting a card application.
- 3.6 A CPCS Tester must fully and accurately complete the **CPCS Competence Interview Template** in accordance with the CPCS Competence Interview procedures contained within the current ACOD. The CPCS Test Centre must take steps to check that their CPCS Tester(s) are completing the CPCS Competence Interview Template correctly.

- 3.7 In addition, the CPCS Test Centre must ensure that the completed **CPCS Competence Interview Template** document is signed by the candidate in order for it to become validated. Failure to do so may result in the CPCS Competence Interview being resulted as Not Achieved and/or sanctions being applied to the CPCS Test centre.
- 3.8 If a CPCS Test Centre has a specific one - off request for a degree of flexibility in delivering the CPCS Competence Interview, they can contact their assigned CPCS Quality Assurance Personnel (EQA), who may grant dispensation in exceptional circumstances.
- 3.9 To mitigate any risks regarding losing a Candidate's Interview Responses, CPCS Test Centres must ensure that their interview venue(s) have a strong and reliable internet connection.

4. CPCS Competent Interview for Candidates with disabilities

- 4.1 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.”*

- 4.2 The Act makes it 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.
- 4.3 In the event that a CPCS Test Centre requires guidance concerning Candidates with disabilities, please contact their assigned CPCS Quality Assurance Personnel (EQA).

5. CPCS Competence Interview (Online) Administration

This section explains how a CPCS Test Centre must administer the CPCS Competence Interview (Online) in addition to the requirements outlined in the CPCS Test Centre Scheme Booklet.

5.1 The Test Centre:

- 5.1.1 Must ensure that it only submits valid notifications and results to NOCN Job Cards using the Test Centre Management System (TCMS).
- 5.1.2 Shall be responsible for ensuring that, where applicable, the quality assurance reports submitted by CPCS EQA's are reviewed and discussed with the CPCS Tester and relevant CPCS Test Centre personnel (if necessary), complying with actions plans and/or sanctions that have been issued
- 5.1.3 Will ensure that when scheduling CPCS Competence Interviews the CPCS Tester is able to comply with the notified CPCS Competence Interview location and time without compromising the integrity of the CPCS Competence Interview, and during the course of a single day, the CPCS Tester does not undertake so many CPCS Competence Interviews that

there is a risk to the delivery process, or the CPCS Testers wellbeing.

5.2 Pre - Notification

5.2.1 A CPCS Test Centre must ensure that the candidate has a valid CPCS Registration Number to enable the CPCS Competence Interview to be notified. Should the current number not be known a candidate's old number can be entered along with their name into [Card Checker - NOCN Job Cards](#) to gain their current CPCS Registration Number.

5.2.2 A CPCS Test Centre must provide all candidates with appropriate joining instructions and information prior to their CPCS Competence Interview, including:

- confirmation that if the candidate is observed receiving instruction on how to respond to a question posed by the CPCS Tester that the interview could be terminated
- confirmation that the CPCS Competence Interview will be visually and audio recorded
- details of the CPCS Terms & Conditions and Data Protection Statement
- details of the CPCS Competence Interview Template
- the requirement to have available one form of identification (containing both a photograph and signature) from the list below, which the candidate will be required to present during the introduction to the competence interview and must be legible to the tester online:
 - a photograph card driving licence (no more than six months out of date)
 - a passport (no more than six months out of date)
 - a non-UK driving licence with a photograph and signature; or
 - an EU identity card with a photograph and signature.

5.2.3 If the candidate does not have one of the above forms of identification, additional forms of acceptable identification can be found in the CPCS Scheme Booklet for Test Centres. Photocopies will not be accepted.

6. CPCS Competence Interview notifications

The CPCS Competence Interview is notifiable via the TCMS with the same criteria being applied to fees, notice periods and cancellations etc. as it is with standard CPCS Technical Tests. Please refer to the CPCS Scheme Booklet for Test Centres for further information.

7. CPCS Competence Interview Charges

CPCS has set a maximum charge of £160 for the delivery of the CPCS Competence Interview online. Refer to Schedule 2 of CPCS Scheme Booklet for Test Centres for further information.

8. Online Delivery setting

8.1 All Online delivery of CPCS Competence Interviews must be conducted in an appropriate setting for both the CPCS Tester and candidate, which is conducive to interviewing

conditions. The room must be one in which candidates will not be disturbed throughout their examination and be of a sufficient size. Rooms must also be of a comfortable atmosphere for candidate in terms of hygiene, noise levels and temperature.

- 8.2 Prior to the start of the CPCS Competence Interview the CPCS Tester must confirm that the room in which the candidate is using meets the above requirements. The CPCS Tester must ensure that all display material which could assist the candidate with the skill or knowledge being discussed (such as maps, diagrams, wall charts, note books and projected images etc.) are not visible in the room chosen for the interview.
- 8.3 Should at any point during the CPCS Competence Interview, the CPCS Tester observes that the candidate is being distracted or guided by external sources they should stop and advise that the Competence Interview cannot continue and that the session should be rescheduled to another date or delivered at the CPCS Test Centre, which may incur additional costs.

9. CPCS Tester Role and Responsibilities

- 9.1 The CPCS Tester is the individual during the online session who has the responsibility for conducting the CPCS Competence Interview online session in the presence of candidates. CPCS Testers have a key role in upholding the integrity of the CPCS Competence Interview process and therefore must be suitably experienced and must have a sound knowledge of the assessment requirements for conducting the competence interview as laid out in the CPCS Competence Interview Rules.
- 9.2 CPCS Testers are expected to follow the Professional Code of Conduct as published in the ACoD when delivering the CPCS Competence Interview.
- 9.3 The role of the CPCS Tester is to ensure that all CPCS Competence Interviews are conducted in accordance with CPCS requirements, in order to:
 - a) ensure that all candidates have an equal opportunity to demonstrate their abilities
 - b) maintain the security and confidentiality of the examination papers and completed response sheets, before, during and after the examination – this includes the security of online testing platforms
 - c) prevent possible candidate malpractice
 - d) prevent possible administrative failures
 - e) ensure that candidate identification requirements are adhered to.
- 9.4 Candidates must be aware that they are under examination conditions and the session is recorded and they cannot leave the room during the Interview session or communicate with persons other than the CPCS Tester.
- 9.5 Prior to commencing a CPCS Competence Interview, the CPCS Tester must establish the identity of the candidate who will be sitting the CPCS Competence interview. The candidate identification process should be completed by the CPCS Tester in line with 5.2.3 of this policy.

10. Online Sessions starting Late or Early

Any change to the notified start time of the scheduled online session must be communicated to the NOCN Job Cards Quality Assurance Personnel for their Test Centre. When the start of the online session is delayed by a 30 minute period, without receiving communication from the candidate explaining the delay, the CPCS Tester is permitted to cancel the online session informing the CPCS Test Centre and EQA of the decision. The result of the CPCS Competence Interview should be recorded as cancelled. Any changes or cancellations should be recorded in the feedback section of the CPCS Competence Interview Template.

11. Loss of Internet Connection or Power

Where the internet connection becomes unreliable or terminates during the CPCS Competence Interview, in order to satisfy 3.2 of this policy the CPCS Competence Interview should be rescheduled and re started to ensure that that the recording meets the requirements of 3.2 of this policy.

12. Quality Assurance

- 12.1 The CPCS Competence Interview is subject to the same Quality Assurance processes as all other CPCS activity as detailed in the CPCS Scheme Booklet for Test Centres.
- 12.2 In addition, CPCS NOCN Job Cards Quality Assurance Personnel may request to quality assure an online CPCS Competence Interview in real time. Following such a request the CPCS Test Centre is to send the required information to the EQA, making the request, to allow them to join the online session.

13. Interview Malpractice

- 13.1 CPCS Test Centres must ensure that all of their staff members and invigilators receive training on their responsibilities regarding the identification, reporting and responding to acts of malpractice or maladministration.
- 13.2 If, at any point, a candidate believes that the security of the CPCS Competence Interview has been breached or is aware of any other issue that may threaten the integrity of the competence interview process, they must immediately notify the CPCS Test Centre. CPCS Test Centres must ensure that, where they believe malpractice or maladministration may have occurred, that they have notified their CPCS NOCN Job Cards Quality Assurance Personnel for their Test Centre.
- 13.3 CPCS Test Centres should refer to the CPCS Malpractice and Maladministration Policy and Procedure for further information and guidance.

14. Confidentiality of CPCS Competence Interview Materials

- 14.1 The CPCS Competence Interview documentation is available in the Revision Support Documents page at the following address: [Revision Support Documents](#).
- 14.2 Once the CPCS Competence Interview has been completed, all completed associated documents and recordings must be stored securely by CPCS Test Centres at all times, in line with the requirements of the CPCS Scheme Booklet for Test Centres and must only be

accessed by authorised individuals, as detailed by the Centre's own Quality Assurance Strategy and CPCS EQA personnel.

- 14.3 All CPCS Competence Interview documentation are created and issued by CPCS. CPCS Competence Interview papers and questions must not be amended or annotated in any way by CPCS Test Centre staff members, unless prior authorisation has been provided by the Quality Assurance Team as part of a reasonable adjustment or special consideration.
- 14.4 If it is identified by CPCS Quality Assurance Personnel that CPCS Competence Interview documentation has been amended by a CPCS Test Centre without prior authorisation, a candidate will receive an automatic Not Achieved result. CPCS Test Centres will also be sanctioned in line with the CPCS sanctions table as published in the CPCS Scheme Booklet for Test Centres.