A

Introduction

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

A1   Introduction

A1   What is CPCS?

1. CPCS is the Industry's largest scheme for plant operators, with over 300,000 cards issued across over 60 categories and endorsements of plant or plant operations.

2. CPCS is recognised by the Build UK and Major Home Builders Group (MHBG), amongst others, as the preferred card to comply with codes of practice for competence and certification.

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

4. The Management Committee is made up from representatives of the industry that use the plant and equipment covered by the Scheme, including the following organisations:

    - Armed Forces (HM Forces)
    - Civil Engineering Contractors Association (CECA)
    - Construction Plant-Hire Association (CPA)
    - CITB
    - Federation of Piling Specialists (FPS)
    - Health and Safety Executive (HSE)
    - Home Builders Federation (HBF)
    - Lantra Awards
    - Mineral Products Qualifications Council (MPQC)
    - National Federation of Demolition Contractors (NFDC)
    - Scottish Plant Owners Association (SPOA)
    - Build UK
    - Unite the Union

A2   What are the aims and benefits of CPCS?

5. CPCS aims to:

    - provide identification for plant operators and those involved with plant operations by recognising skills, knowledge and understanding, competence and qualifications
    - raise health, safety and environment standards through a programme of Health, safety and environment testing to prove workers have met minimum standards
    - provide standards of learning and assessment to equip individuals with relevant skills and knowledge to seek employment within industry
    - provide or improve employment prospects for individuals and experienced operators
    - keep a record of workers in the construction and allied industries who have achieved a recognised level of operating ability and competence, and to provide a means of identification
    - be self-financing; with any surplus funds being used for the benefit of the construction industry
    - encourage construction and allied employers to use certificated and competent plant operators
    - provide certification for UK workers that could be accepted in Europe through agreements with other European national schemes to mutually recognise qualifications.

A3   What is the scope of CPCS?

6. The Scheme provides certification for plant operators and associated operations for UK construction and allied industries. The plant operator certification process is supported by CPCS Testers, who in turn are certificated as trained and competent by CPCS.

7. Membership of the Scheme is voluntary, but is mandatory on many construction sites and in other work environments.

8. Compliance with the contents of this Scheme Booklet is a requirement for members of the Scheme (individuals holding a CPCS Card).

9. There are no age requirements for Scheme membership. However, in some cases legislation or company policy regarding the use of plant or equipment may specify different age limits for a specific working environment. This may result in the cardholder being prevented from using that plant or equipment.

10. Basic skills and understanding, and competency standards are defined by the Scheme for:
    - plant operators
    - slinger/signallers
    - individuals securing plant and equipment to vehicles/trailers for transportation
    - individuals planning and controlling lifting operations.

11. A wide range of construction plant and equipment is covered by CPCS, and new plant and equipment is continually added at the request of industry. The categories currently covered by CPCS are listed online: https://www.citb.co.uk/cards-testing/

12. A category is defined as:
    - an item of plant or equipment used within the construction industry in accordance with the manufacture's basic design, or
    - an agreed duty or occupation involving plant operations, e.g. Appointed Person.

13. Certain categories have endorsements. Endorsements are sub-categories that reflect the variation in a category, for example, by weight, size, capacity or application. Endorsements will be defined as either:
    - separate – as each endorsement will be inscribed separately on a CPCS Card, or
    - senior – as only the higher or senior endorsement will be inscribed on a CPCS Card.

A4   What are the standards that define the scheme?

14. Categories within CPCS are derived through employer consultation and relevant national occupational standards, and are subject to continual review to ensure the Scheme meets employers' needs.

15. Subject-specific Technical Advisory Groups meet to review current learning and assessment criteria, and develop learning and assessment standards when new categories are being introduced.

16. CPCS works closely with many federations, organisations, plant users, other plant certification schemes, CPCS Testers as well as the Health and Safety Executive to ensure that the standards for plant categories are relevant, up-to-date and realistic.

17. The Scheme adheres to Codes of Practice, British Standards and other sector-led guidance documents for many items of plant. CPCS works closely with Sector Skills Councils and specialist plant certification schemes, and continually contributes to industry-led and produced codes of practice and guidance documents. CPCS follows the principles and requirements of BS EN 17024 – General Requirements for Bodies Operating Certification of Persons.

18. CPCS has been recognised as an exemplar scheme by a Health and Safety commissioned report on routes to competence in the construction sector. This report was independently researched by PYE Tait, an established research organisation, who reviewed competence processes, certificating bodies and card schemes in order to gauge their effectiveness in both delivering and ensuring competence for occupations within the construction sector. The research looked at the effect over the previous ten years where the sector had implemented many health and safety initiatives based on the Revitalising Health and Safety strategy of 2001; which further led to the origins of CPCS. The report noted that there needs to be further emphasis on situational awareness and the sustaining of appropriate behaviours and CPCS is working with bodies such as the Health and Safety Executive to incorporate these finding into assessment.

19. Delivery Standards are continually monitored by dedicated personnel employed by NOCN Job Cards Ltd to ensure national standards are applied. The Scheme acknowledges that flexibility is needed in some instances; however, deviations from test and assessment standards can only be approved by the monitoring and technical teams, and in many cases through prior consultation with the relevant technical advisory group and/or consultation with the employer organisation.

20. As the manager of CPCS, the Scheme falls within the umbrella of NOCN Job Cards Ltd, part of NOCN Group. NOCN Group is a market-leading international Awarding Organisation (AO) and Government-approved End Point Assessment Organisation (EPAO) that has been creating opportunities' for 30

years. NOCN Group includes NOCN, NOCN India Skills Foundation, NOCN Job Cards, CSkills Awards and One Awards.

B

Core Elements

The Scheme is made up of a number of core elements, which are used to demonstrate the skills, competence and qualifications that determine eligibility for Scheme membership.

There are common elements that are applicable to both roles and role-based elements which are different.

B1   Training

What is the training requirement?

1. Training is a one of the components of learning and an activity which involves the imparting of information and instructions to accumulate a pre-defined level of skill and knowledge. Training can be divided into two areas – Basic and Advanced.

2. Basic training covers theoretical and practical principles which for CPCS purposes are detailed in the learning outcomes for each category of plant. Basic training, wherever it occurs, should take place independent of productive work using dedicated equipment and resources.

3. Advanced training can take place during productive work, but following a managed supervision programme after an assessment that ensures that the learning outcomes are met.

The Need for Training

4. The provision of suitable training is the responsibility of the employer as enshrined in the Health and Safety at Work Act 1974. CPCS provides employers with the assurance that, through carding, operators they employ have demonstrated an appropriate level of skill and understanding via an independent CPCS testing process based on standards defined by the industry-set learning outcomes.

5. It is the responsibility of both the employer and operator, possibly with the assistance of a training professional, to determine training needs and to ensure appropriate training is received. The separation of training and CPCS testing ensures independent assessment of an operator's ability, reducing potential conflict of interest and bringing additional robustness to the Scheme. CPCS Health & Safety Statement provides further information https://www.citb.co.uk/cards-testing/

Training Delivery

6. If an operator has prior training and/or experience on a category, their skills can be measured against the CPCS learning outcomes and syllabus to determine whether they are fully prepared for the CPCS Technical Test, or that there are further training needs. The syllabus will support the creation of a training programme tailored to meet an individual's requirements.

7. Refresher training and/or activity-specific practice is highly recommended by CPCS for all individuals prior to attempting the test. This is particularly crucial in the case of experienced operators, as bad habits gained through experience may mean the individual being unsuccessful on the test.

8. Further advice on selection, training and competency can be sought from the guidance document published by the Strategic Forum Plant Safety Group and can be downloaded at http://cpa.uk.net/sfpsg/#Competence

How can I get training?

9. Training can be accessed through a variety of channels including:
    * Training providers
    * in-house trainers
    * co-workers.

10. It is up to the individual and the employer to choose the training channel which best suits their learning needs.

11. CPCS does not directly monitor any form of training but independently measures performance and knowledge gained through training. CPCS therefore cannot be responsible for the delivery or quality of any training provided through an organisation.

12. There are a number of formal plant operator training qualifications available from awarding bodies and offered through a variety of training organisations, which can be used to prepare the individual for the test and provide a recognised route of training. However, an operator will be required to successfully complete the CPCS Technical Test if they wish to have a CPCS Card. Qualifications may be viewed online at http://register.ofqual.gov.uk/

Advice on employer-delivered training

13. CPCS encourages all those involved in training for the learning process to be qualified and experienced with the category of plant and with teaching and learning methods. Instructors selected for training by the employer should have sufficient experience working/operating this category of plant and have attained a wide and thorough knowledge of the types, functions and safe operating procedures. They should be competent and certificated for instructional techniques, such as the Preparing to Teach in the Lifelong Learning Sector (PTLLS) qualification, undertaken through an accredited certification body.

B2   Health, safety and environment test

What is the requirement for the Health, safety and environment test?

14. All new applicants, and those adding a category or renewing a CPCS Card, must have an understanding and knowledge of current basic Health & safety as demonstrated through holding a *CITB Health, safety and environment* (HS&E) test pass that has been gained within the last two years.

15. The majority of categories require a minimum of the Core Operatives test.

16. Supervisors (SUP) and Managers & Professionals (MAP) tests which are higher level tests are also acceptable. The Demolition test is an acceptable alternative to the Core. The only exceptions to this are as follows:
    - the Appointed Person category A61 requires the Managers & Professionals (MAP) test to be taken
    - the Crane/Lifting Operations Supervisor category A62 requires the Supervisory (SUP) test to be taken, but the Managers & Professionals (MAP) test is also acceptable.

17. CPCS recommends appropriate health, safety and environment training before attempting the test.

18. There is no limit to the number of times that the *CITB Health, safety and environment test* can be taken.

How can I get it?

19. The *CITB Health, safety and environment test* can be taken at test centres located throughout the United Kingdom or through Internet test centres (ITC's) found in convenient locations around the country.

20. Individuals can contact the *CITB Health, safety and environment test* Helpline directly on **0344 994 4488**, go through a CPCS Test Centre or book online using website www.citb.co.uk/bookingatest. CPCS Test Centres are required to support individuals through all elements of the Scheme, and will be able to either:
    - deliver the *CITB Health, safety and environment test* directly themselves as an approved CITB Internet Test Centre(ITC), or
    - arrange the *CITB Health, safety and environment test* with an ITC on the individual's behalf.

21. Individuals are advised to have their Full Name, Date of Birth and CPCS Card number to hand when booking their test, or their date of birth if new to the Scheme.

22. Individuals are advised to book the *CITB Health, safety and environment test* in plenty of time.

23. A copy of the CITB Health, safety and environment test revision materials may be purchased by calling **0344 994 4488**, ordered online using the website www.citb.co.uk/publications or purchased from major book stores.

How much does it cost?

24. The cost of the Test is currently £19.50; however the cost is subject to change.
    Note: Internet Test Centres may charge an additional administration fee.

What do I need to do first?

25. CPCS recommends appropriate health, safety and environment training and viewing the new 'Setting Out' film on which the behavioural element of the test is based before attempting the test. The film can be viewed free on line at www.citb.co.uk/settingout through 'YouTube' and is also included on each HS&E revision DVD. There are no other qualifications required.

What do I need to do next?

26. On passing the *CITB Health, safety and environment test*, the individual seeking to enter the Scheme should progress to the CPCS Theory Test.

B3　CPCS Terms & Conditions and Data Protection Statement

What is the requirement for CPCS Terms & Conditions and Data Protection Statement?

27. All applicants wishing to apply for a CPCS Trained Operator Card must read and sign the CPCS Terms & Conditions and Data Protection Statement prior to their CPCS Practical Test being delivered.

How can I get it?

28. The CPCS Terms & Conditions and Data Protection Statement can be downloaded and printed for completion from the website www.citb.co.uk/cpcssupportmaterial or obtained from your CPCS Test Centre on the day of your CPCS Practical Test.

How much does it cost?

29. There is no fee for completing the CPCS Terms & Conditions and Data Protection Statement.

What do I need to do first?

30. There is no need to have completed any other elements before completing the CPCS Terms & Conditions and Data Protection Statement.

What do I need to do next?

31. On completion of the CPCS Terms & Conditions and Data Protection Statement, pass it to your CPCS Test Centre either in advance or on the day of your CPCS Practical Test, ensuring the mailing address for the card details are entered.

32. **Note:** If a candidate does not agree to the CPCS Terms & Conditions and Data Protection Statement, they cannot proceed with their Practical Test.

B4   CPCS Standard Theory Test

What is the requirement for the CPCS Theory Test?

33. The CPCS Theory Test is part of the CPCS Technical Test. It has been set by CPCS to check underpinning knowledge and understanding directly related to a CPCS category. The CPCS Theory Test incorporates questions relating to:

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

34. The CPCS Theory Test is set at two levels:

   - 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.
   - 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, but is accepted as an alternative to the CPCS Standard Practical Test for CPCS Operator Cards.

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

36. Individuals attending the Theory Test will be required to provide proof of identity using documentation that includes a photograph and signature, the CPCS Test Centre will provide the criteria to be met.

37. The CPCS Theory Test must be answered verbally and will be recorded using digital audio recording equipment, in a one-on-one session (except for category A61 Appointed Persons) with a CPCS Tester registered with a CPCS Test Centre.

   Note: Individuals (excluding CPCS Testers and NOCN Group personnel) are not permitted to take into the test room any books, laptops, audio players, cameras or videoing devices with or without internet or data storage capabilities.

38. Individuals are required to achieve 80% plus any mandatory questions to pass the CPCS Standard Theory Test and meet requirements for applying for a Trained or Competent Operator Card. The mandatory questions 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 Theory Test for the category of Telescopic Handler.*

39. CPCS quality assures the delivery of the CPCS Theory Test. A test:

   - may be attended by NOCN Group personnel who will observe the delivery of the test.

40. There is a guideline estimated time of one hour for each CPCS Theory Test (some categories are allowed extra time due to the complexity of questions).

41. The individual will be given a copy of the Sign-off Sheet completed by the Tester with feedback on their performance by the Test Centre after the test has been undertaken, the candidate may also add their own comments to give back to the Test Centre.

42. A copy of the questions with a record of the mark that was achieved against each question is available from the Test Centre on request. *Note: The actual question and answer paper used during the test is a controlled document and therefore is not for general release.*

43. The digital audio recording is a controlled item and therefore is not for general release. CPCS may however request copies of the recording for auditing purposes.

44. The CPCS Theory Test must be achieved before the CPCS Practical Test is attempted (with the exception of Appointed Persons). The CPCS Theory Test is valid for six months from the date of achievement for the purpose of progression onto the CPCS Practical Test. This applies to those taking the Standard Theory Test for an Operator Card.

45. The rules are different if taking the Advanced Theory Test. Please refer to the Scheme Booklet for Testers for this information.

46. There is no limit to the number of times that an individual can take the CPCS Theory Test.

How can I get it?

47. The CPCS Theory Test is delivered through CPCS Test Centres, by CPCS Testers registered to the Test Centre.

48. You may contact a CPCS Test Centre using the list of CPCS Test Centres that is available on the CPCS website.

   *Note: If you do not have a CPCS Registration number you will need to obtain one before a Theory Test can be booked, please call **0844 815 7274** to check to see if you have a registration number, if not for one to be created.*

How much does it cost?

49. There is a maximum charge of £100.00 that the CPCS Test Centre can apply for all elements and delivery of the CPCS Standard Theory Test.

50. Please note there is no maximum charge set for the CPCS Advanced Theory Test. It is recommended that a number of CPCS Test Centres are contacted to obtain a competitive price.

51. There is a CITB Grant available to support the CPCS Theory Test. (Refer to https://www.citb.co.uk/grant/ for details on how to access this information.)

What do I need to do before I take the Theory Test?

52. You must pass the appropriate *CITB Health, safety and environment test* for the category of plant before you attempt the CPCS Theory Test. The *CITB Health, safety and environment test* is valid for two years from the date of achievement for the purpose of progression onto the CPCS Practical Test.

What do I need to do after I pass the Theory Test?

53. On achieving the CPCS Theory Test you may progress to the CPCS Practical Test. The CPCS Practical Test will need to be achieved within six months of the CPCS Theory Test, for the CPCS Theory Test to be deemed valid at the point of card application.

How can I find out answers to the questions?

54. Many of the questions within the Theory Test were derived from publicly available sources, and these sources of information can provide the typical expected answers. Internet search engines such as Google, Bing etc. are a good way of seeking out technical and operating information relating to relevant categories of plant.

55. Many construction contractors, federations and organisations post plant-based best practice guidance or information documents on their websites, e.g. www.cpa.uk.net. Many machinery manufacturers and importers allow technical details and operators' manuals to be viewed and downloaded, and encyclopaedia-type websites such as Wikipedia can provide relating specialist information.

56. Other sources of information include The Health and Safety Executive (www.hse.go.uk) where information leaflets and reference documents such as Codes of Practice can be viewed and downloaded free of charge. Information relating to the driving of plant on the highway can be sourced from Government websites (www.direct.gov.uk/en/motoring). Alternatively, CPCS Test Centres can provide training or updating programmes that focus on the topic areas covered by the questions.

57. Official answers to questions are confidential and restricted to approved Test Centres and CPCS constantly review and update questions. They are not published by CPCS and would need to be researched by the candidate. Recommended websites include www.cpa.uk.net. CPCS has no involvement with, and cannot confirm the accuracy of, answers to CPCS Theory Test questions that appear on auction-type websites or other sources that advertise the answers to questions.

B5   CPCS Standard Practical Test

What is the requirement for the CPCS Practical Test?

58. The CPCS Practical Test is part of the CPCS Technical Test. It has been set by CPCS to test the operating ability of individuals through a series of practical activities based on core operating skills.

59. The CPCS Practical Test is set at two levels:

    - The CPCS Standard Practical Test is part of CPCS requirements for individuals applying for their first CPCS Operator Card and for those adding a category to a current CPCS Operator Card.
    - 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. It is also accepted as an alternative to the CPCS Standard Practical Test for CPCS Operator Cards.

60. There is a CPCS 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 Practical Test achievement will be given at the level of the endorsement.

61. Individuals attending the Practical Test will be required to provide proof of identity using documentation that includes a photograph and signature, the CPCS Test Centre will provide the criteria to be met.

62. The CPCS Theory Test must be passed before a CPCS Practical Test is taken (with the exception of Appointed Persons). The CPCS Theory Test is valid for six months from the date of achievement for the purpose of progression onto the CPCS Practical Test. This applies to those taking the Standard Theory Test for an Operator Card. The rules are different if taking the Advanced Theory Test. Please refer to the Scheme Booklet for Testers for this information.

63. The CPCS Practical Test is delivered through a CPCS Test Centre.

64. The CPCS Practical Test is delivered in a one-on-one session with a CPCS Tester.

65. CPCS quality assures the delivery of the CPCS Practical Test. A test may be:

    - attended by NOCN Group Personnel who will observe the delivery of the test, or
    - videoed at the request of CPCS. If CPCS has requested that the test is videoed the individual must allow this to take place or the achievement will not be deemed as valid for a card application.

    Note: Individuals (excluding CPCS Testers and NOCN Group personnel) are not permitted to take into the test area any books, laptops, audio players, cameras or videoing devices with or without internet or data storage capabilities.

66. The CPCS Practical Test has a specified time limit to ensure that an operator has sufficient work skills to be productive in current and future employment. The time limits have been set at a level that allows even newly Trained Operators to prove a sufficient measure of productivity when mapped against industry timescales. (Test Times can be viewed by accessing the CPCS Practical Test Specifications at www.citb.co.uk/cpcssupportmaterial.)

67. The individual will be given a copy of the Grading and Sign-off Sheet completed by the Tester with feedback on their performance by the Test Centre after the test has been undertaken, the candidate may also add their own comments to give back to the Test Centre.

68. On achievement of the CPCS Practical Test, the CPCS Test Centre will issue the candidate a Letter of Achievement: this can act as temporary certification for 28 days enabling the individual to gain entry onto a site whilst the application form is being processed and will request the CPCS Trained Operator Card electronically using the CPCS online system in accordance with the requirements outlined in process 4. If the individual is applying for a Competent Operator Card, the CPCS Test Centre can provide the individual with a:

    - **CPCS Application form (F1/1 - CWA):** which the CPCS Tester will countersign, and the CPCS Test Centre will submit to CPCS on behalf of the applicant, or the test centre can apply for the card using the Carding without Application spreadsheet.

- **Letter of Achievement:** this can act as temporary certification for 28 days enabling the individual to gain entry onto a site whilst the application form is being processed.

69. There is no limit to the number of times that an individual can take the CPCS Practical Test.

70. The CPCS Practical Test is valid for two years from date of achievement for the purpose of CPCS Card applications.

How can I get it?

71. The CPCS Practical Test is delivered through CPCS Test Centres, by CPCS Testers registered to the CPCS Test Centre.

72. You may contact a CPCS Test Centre using the list of CPCS Test Centres that is available on the CPCS website.

How much does it cost?

73. There is a maximum charge that the CPCS Approved Test Centre can apply for delivery of the CPCS Standard Practical Test.

74. There is no maximum fee set for the CPCS Advanced Practical Test.

75. It is recommended that a number of CPCS Test Centres are contacted to obtain a competitive price.

76. There may be CITB Grant available to support the CPCS Practical Test (Standard and Advanced). (Refer to https://www.citb.co.uk/grant/ for details on how to access this information.)

What do I need to do first?

77. You must pass the CPCS Theory Test for the category before you attempt the CPCS Practical Test. The CPCS Theory Test is valid for six months from the date of achievement for the purpose of progression onto the CPCS Practical Test.

What do I need to do next?

78. On achieving the CPCS Practical Test you can apply for a CPCS Operator Card. The cost of the application is included within the CPCS Technical Test fees. You should then start work towards the relevant SVQ or NVQ (if not already achieved).

B6   SVQ and NVQ

What is the requirement for SVQ and NVQ?

79. CPCS requires an individual to prove operating competence through the achievement of relevant SVQ or NVQ units.

80. If the CPCS category is offered as or within a unit within an appropriate SVQ or NVQ qualification, then the appropriate units (or endorsement) will be acceptable to CPCS for the award of a Competent Operator Card.

81. The following qualifications are acknowledged as the commonest types for CPCS categories:
    - Piling Operations.
    - Demolition.
    - Plant Operations (Certificate or Diploma).
    - Controlling Lifting Operations (for categories A40, A61 & A62).
    - Road building.
        o If an individual holds other SVQ or NVQ units they believe to be an equivalent qualification, they should contact CPCS to confirm whether it is a suitable alternative.

82. CPCS does not require specific achievement of SVQ or NVQ units (or endorsement) for each category of plant. SVQ or NVQ units need only be achieved once for a family of categories unless the category has been identified as appropriate to be separated out for full SVQ or NVQ unit completion based on its specialist nature.
    - For specialist categories, the SVQ or NVQ units must be undertaken on each category for the award of that category on a blue Competent Operator Card.
    - For non-specialist categories, the SVQ or NVQ units need only be undertaken on any of the categories that fall within the family group for the category that they wish to be awarded on the blue Competent Operator Card.
        o For example, an individual wishing to apply for a CPCS Competent Operator Card for a Crawler Crane need only hold the units applicable to any other type of crane within that group.
        o For example, if an individual holds an SVQ or NVQ for a 360° excavator above 10 tonnes unit and they achieve on the CPCS Technical Test for a 180° excavator above 5 tonnes, they are automatically awarded a Competent Operator Card bearing the 180° excavator.

83. Concessions have been made for the upgrading of the slinger/signaller, crane/lifting operations supervisor and appointed person categories to, or on, a CPCS Competent Operator Card whereby single units can be used providing designated units have been pre-achieved.

84. Holders of categories on a Trained Operator Card who achieved the categories through the Specialised Plant and Machinery Operations Intermediate Certificate (IC) and not through the Technical Test need to achieve the SVQ or NVQ unit for each category that they wish to upgrade to the Competent Operator Card.

85. CPCS will require confirmation of achievement of the appropriate relevant SVQ or NVQ unit or units through attaching a copy of the evidence to the card application form. This will enable a Competent Operator Card to be issued.
    - Please do not send originals as they cannot be returned.
    - If a copy of the evidence is not attached, a red Trained Operator Card will be issued.

How can I get it?

86. Please contact a CPCS Test Centre which will either be able to:
    - deliver the VQ directly (as an approved centre), or
    - arrange for the individual to attend an approved centre that they have an arrangement with.

87. A CPCS Test Centre can be contacted using the list of approved CPCS Test Centres that is available on the CPCS website or by calling the CPCS Helpline.

88. However, if an individual wishes to contact a local or known SVQ or NVQ approved centre directly, they can.

How much does it cost?

89. There is no set fee for an SVQ or NVQ; this will have to be determined with the chosen provider.

What do I need to do first?

90. There are no qualifications required by CPCS or Awarding Bodies prior to registering for an SVQ or NVQ.

What do I need to do next?

91. If you have not already done so, you must pass the remaining core elements to be eligible for a card. These are: *CITB Health, safety and environment test, CPCS Theory Test, and CPCS Practical Test*.

B7   CPCS Logbook

What is the role of the CPCS Logbook?

92. The role of the Logbook is to record life-long learning and evidence towards the renewal of a Competent Operator Card.

93. The use of the Logbook is the cheapest option to use for renewing a Competent Operator Card; however, it is only one route to providing on-going operating experience at the point of renewal. An individual can meet the renewal criteria for their Competent Operator Card by demonstrating their on-going operating experience in the completion of either a CPCS On-Site Assessment or a CPCS Practical Test.

94. CPCS recommends that the Logbook is used to keep a record of all operating activities, testing, training and employment that the individual undertakes.

95. CPCS introduced several styles of Logbook and all styles of the CPCS Logbook are acceptable for the purposes of renewal.

96. The current Logbook is divided into three sections with the first two sections providing records for different aspects of the individual's career to be logged and endorsed:

    - Section 1: Operating Experience Record   – endorsed by Supervisor
    - Section 2: Employment Record   – endorsed by Employer
    - Section 3: Further information

97. If an individual wishes to use the Logbook to prove on-going operating experience at the point of renewal, the following five steps must be followed:

    1) **Personalisation:** Attach a photograph to the front cover using the sticky patch provided, and add your name to personalise the Logbook. Further information should be captured on the second page: CPCS Card number, card expiry date and signature.

    2) **Record:** Start recording all work undertaken in the Operating Experience Record (Section 1) on receipt of the Logbook. It is recommended that entries are made regularly, depending on operating circumstances. However, some operators (for example, those employed within the plant-hire sector) may make more frequent recordings than others because of recurring changes in machine use, work location, job task, etc. Those using the same machine in the same environment and undertaking the same type of work can record single entries over an extended period.

       Record hours (Hours) against a category and endorsement where applicable, and capture the cumulative hours (total to date) completed to help track progress against the minimum hours per category requirement, using the tabs to separate the operating record into category/endorsement-specific sections to make this process easier.

    3) **Endorsement:** Each entry must be endorsed by someone who can confirm the individual's operating experience on that machine or equipment. The Endorser must map the individual's operating experience against the Endorsement Declaration shown in the CPCS Logbook, and provide full contact details.

    4) **Minimum hours:** To use a Logbook for renewal, it must hold a record of a minimum of 300 hours pro rata for each category.
       - **Added categories:** If a category has been added one year into the five-year card, only 4/5 of the 300 hours (or 240 hours) must be recorded by the time of renewal (300 hours over five years equates to five hours a month).
       - **Multiple endorsements:** If an individual holds multiple endorsements for one category, a minimum of 30 hours (or 10% of the pro-rata figure for categories added during the card life) must be recorded for each endorsement by the time of renewal.
       - **Single endorsement:** If an individual holds a category where there are other endorsements available but are not listed on the card i.e. a senior endorsement:

- o **Example 1:** Telescopic Handlers - All Sizes inc. 360 slew (A17D), a minimum of 300 hours must be recorded for that specific endorsement i.e. on a machine with 360 slew capability and an operating height of over 9 metres
- o **Example 2:** Telescopic Handlers - All Sizes exc. 360 slew (A17C), a minimum of 300 hours must be recorded for that specific endorsement i.e. on a machine with an operating height of over 9 metres

The ruling as in **Multiple endorsements** above would not apply in these instances where single endorsements held.

5) **Validation:** Have the Logbook validated at the point of renewal application:

- The CPCS Approved Company Validator will ask to review the Logbook prior to completing the Independent Declaration section of the Application Form to renew a Competent Operator Card (F1/3). Further information on the role of the Approved Company Validator can be found online by visiting www.citb.co.uk/cpcs

98. When the Logbook is full, a new one can be purchased by contacting the CPCS Helpline on **0844 815 7274**, or you can download pages free of charge from **www.citb.co.uk/supportmaterial**

99. The completed Logbook should be stored for safe keeping, as it may be needed for auditing purposes. Logbooks can be called for audit at any time.

100. NOCN Job Cards Ltd Quality Assurance Personnel carries out audits on Logbooks in order to assist cardholders and employers to ensure they meet renewal requirements. Audits are random, if a request is made to audit a cardholders Logbook, the card will not be renewed until the Logbook has been quality assured (this process can take up to 28 days).

How can I get it?

101. A Logbook is automatically sent out when an individual's first Competent Operator Card is issued. The Logbook is sent to the individual's home address.

102. A Logbook, additional pages, or additional tabs can be purchased at any time by contacting the CPCS Helpline on **0844 815 7274,** or download pages free of charge from **www.citb.co.uk/supportmaterial**

How much does it cost?

103. The Logbook issued with a first Competent Operator Cards will be free of charge.

104. Additional Logbooks at £15 each may be purchased by contacting the CPCS Helpline on **0844 815 7274.**

105. CPCS Test Centres and Employers can buy Logbooks in bulk and issue them if they so wish.

106. Please note that the price may be subject to change but the most up-to-date information will be made available on the CPCS website www.citb.co.uk/cpcs.

What do I need to do first?

107. There is no need to have completed any other elements before starting to use a Logbook, as one can be purchased at any time.

What do I need to do next?

108. Start recording operating experiences and employment details in the Logbook.

B8   On-Site Assessment

What is the requirement for On-Site Assessments?

109.   The CPCS On-Site Assessment is a practical assessment of operating ability carried out in the workplace.

110.   It can act as an alternative to the standard CPCS Practical Test or Logbook when renewing the CPCS Competent Operator Card.

111.   There is a CPCS On-Site Assessment for each category, but for categories with endorsements, the endorsement must be specified and the assessment taken on the appropriate piece of plant. The CPCS On-Site Assessment achievement will be given at the level of the endorsement. However, the On-Site Assessment taken on one endorsement can be used to renew all endorsements for a category.

112.   Individuals attending the On-Site Assessment (OSA) will be required to provide proof of identity using documentation that includes a photograph and signature, the CPCS Test Centre will provide the criteria to be met.

113.   The On-Site Assessment can be carried out during the individual'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).

114.   The CPCS On-Site Assessment is delivered through a CPCS Test Centre.

115.   The CPCS On-Site Assessment is delivered in a one-on-one session with a CPCS Tester.

116.   CPCS quality assures the delivery of CPCS On-Site Assessments. An assessment may be:
- attended by NOCN Group personnel who will observe the delivery of the assessment, or
- visually recorded at the request of CPCS. If CPCS has requested that the assessment is visually recorded, the individual must allow this to take place or the achievement will not be deemed as valid for a renewal application.

117.   The individual will be given a copy of the Assessment Sheet completed by the CPCS Tester with feedback on their performance.

118.   There is no limit to the number of times that an individual can take the CPCS On-Site Assessment.

119.   Appointed Person (A61), Crane/Lifting Operating Supervisor (A62) and Plant Driving (A68) do not have a category-specific On-Site Assessment. There is, however, a Renewal Assessment that requires a detailed endorsement of the individual's operating ability in the role. The Renewal Assessment can be completed by an Employer without needing to contact a CPCS Test Centre.

How can I get it?

120.   Please contact a CPCS Test Centre using the list of approved CPCS Test Centres that is available on the CPCS website or by calling the CPCS helpline.

How much does it cost?

121.   There is no set charge for arrangement and delivery of the On-Site Assessment; this will have to be determined with the chosen CPCS Test Centre.

122.   It is recommended that a number of CPCS Test Centres are contacted to obtain a competitive price.

What do I need to do first?

123.   Hold a Competent Operator Card that requires renewal.

What do I need to do next?

124.   On passing the CPCS On-Site Assessment an individual may apply to renew their Competent Operator Card.

B9   CPCS Renewal Test

What is the requirement for a CPCS Renewal Test?

125.   The CPCS Renewal Test was introduced on 2 April 2013 and was mandated from 1 October 2013.

126.   The test is designed to check up-to-date; safety-specific underpinning knowledge and understanding related to each category that the cardholder wishes to renew.

127.   The test is part of CPCS requirements for individuals applying to renew a CPCS Competent Operator Card.

How can I get it?

128.   The test will use the same method of delivery as the Health, safety and environment test and can be booked and taken at the same time. Up to five categories can be taken within one test booking. Each category will have a set of questions (module) although where there are similar groups of categories, for example – masted forklifts, questions for all these types will be incorporated within one module.

129.   Concessions will further apply where the questions within a module may apply to other similar types. For example, if the cardholder holds both the crawler crane and compact crane categories, then only the crawler crane module needs to be booked. The online Module Matcher will indicate which modules need booking relative to the categories held on a card please visit the website http://cpcsrt.citb.co.uk to access Module Matcher. This online tool also provides the user with a set of revision material known as a factsheet for the module needing to be achieved.

How much does it cost?

130.   The cost of each renewal test is £25 (this covers up to five modules) this cost covers the cost of renewing the Competent Operator card.

What do I need to do first?

131.   CPCS provide revision material for each module, known as a CPCS Renewal Test Factsheet. Each factsheet outlines the topic area from which questions will be based. The revision material can be downloaded by using the online Module Matcher http://cpcsrt.citb.co.uk, these are available free of charge and will prepare the cardholder for each module.

What do I need to do next?

132.   If you have not already done so, you must pass the remaining core elements to be eligible. These are CITB Health, safety and environment test and practical operating ability through a choice of routes. i.e. logbook or on-site assessment or practical test.

C

Cards

There are two types are card available. The fundamental different between the two operator cards is whether the vocationsal qualification has been achieved.

C1   Trained Operator Card

What does the card represent?

1. The Trained Operator Card tells the observer that the holder has demonstrated a level of:
   - health and safety awareness through the *CITB Health, safety and environment test*
   - underpinning knowledge and understanding through the CPCS Theory Test, and
   - operating ability through the CPCS Practical Test.

2. Please note that for categories on Trained Operator Cards with an expiry date before 31/10/2010 the holder may have completed the old Intermediate Certificate (IC) end test and not the CPCS Technical Test.

3. The Trained Operator Card confirms a level of core skills, knowledge and understanding that can be applied in the workplace until measured as competent against national standards. Experienced and able operators may hold a Trained Operator Card whilst being measured against national standards through an SVQ or NVQ.

4. A newly trained operator with a Trained Operator Card will still require full and close supervision until deemed sufficiently experienced to operate unsupervised. During the period of supervision, the employer should provide a comprehensive assessment and mentoring programme to manage an individual's performance against job-specific requirements and methods of work.

5. The holding of a category on a Trained Operator Card does not always signify that the individual is skilled on all types of machine within that category. Further familiarisation training on each specific type of machine that they are asked to operate in the working environment must be undertaken and the individual supervised until the employer is satisfied that the requisite skills are attained.

CPCS has an agreement with the Materials Products Qualification Council (MPQC) that allows the holders of MPQC Cards to transfer certain categories onto a CPCS Trained Operator Card if they meet agreed requirements. All applications need to be made using application form F1/8.

How long is the card valid for?

6. Each category on a Trained Operator Card has a two-year life from the achievement date of the CPCS Practical Test. The Trained Operator Card itself has no expiry date.

7. CPCS allows a 12-month period of grace after the card has expired for the holder to upgrade it to a blue Competent Operator Card. The upgrade application (F1/2) must be received within 12 months of the date of expiry of the Trained Operator Card. (Refer to the process as outlined in Moving from a Trained Operator Card to a Competent Operator Card.)

What are the options available for a cardholder to progress through the Scheme?

8. The Trained Operator Card is non-renewable, to ensure progression towards competence through achievement of the SVQ or NVQ.

9. CPCS acknowledges that some individuals are unable to progress and the following additional routes are therefore available:
   - **Option 1: 12-month SVQ or NVQ extension:** If the individual holds a valid Trained Operator Card which is still within the 12-month grace period and is registered (or can get registered) for the SVQ or NVQ, then this is the best route to take.
   - **Option 2: Re-enter the Scheme:** If the individual holds an expired Trained Operator Card which is over the 12-month grace period, and is registered (or can get registered) for the SVQ or NVQ then this is the best route to take.
   - **Option 3: Appeal:** If the individual holds an expired Trained Operator Card and has already followed options 1 and/or 2 above but due to **exceptional circumstances** could not upgrade, then this is the best route to take.

Note: Options 1 & 2 can only be taken once.

How do I apply for a 12-month SVQ or NVQ extension? (Option 1)

10. If your red Trained Operator Card has been expired for less than 12 months and you are registered onto the appropriate SVQ or NVQ, you can apply to CPCS for a 12-month extension.

11. The application must be made by contacting the CPCS Helpline on **0844 815 7274**, and will cost £25.

12. This is a non-refundable fee for the services of processing the application.

13. CPCS will offer the extension for 12 months (from the date of application receipt) to enable the SVQ or NVQ to be progressed through to achievement and an application to upgrade to a blue Competent Operator Card made.

How do I apply to re-enter the Scheme? (Option 2)

14. If a category on a red Trained Operator Card has expired for more than 12 months, the individual ceases to be a member of the Scheme.

15. To re-enter the Scheme the individual will be required to re-take both elements of the CPCS Technical Test (Theory and Practical) and register onto the appropriate SVQ or NVQ, as well as holding a valid *CITB Health, safety and environment test*.

16. CPCS will offer an additional 2 year trained operator card (from the date of application receipt) to enable the SVQ or NVQ to be progressed through to achievement and an application to upgrade to a blue Competent Operator Card made.

How do I appeal? (Option 3)

17. If there are **exceptional circumstances** as to why the Trained Operator Card was not upgraded, the Appeal process can be followed, as outlined in Appeals.

C2   Competent Operator Card

What does the card represent?

18. CPCS has been issuing Competent Operator Cards since 2003, and some cardholders transferred in from other schemes including Certificate Training Achievement (CTA), NPORS and Lantra against agreed criteria. All cardholders will have had to demonstrate the core elements of the Scheme but this may have been through a variety of different methods as required at the time of application.

19. The Competent Operator Card tells the observer that the holder has demonstrated a level of:
    - health and safety awareness through the *CITB Health, safety and environment test*
    - underpinning knowledge previously through a theory test
    - operating ability previously through a practical test
    - operating competence on the type of plant (evidenced by an SVQ or NVQ or employer confirmation of competence).

20. An individual who has proven operating ability on a category using a specific machine and/or equipment will still require familiarisation training specific to any other type of machine that they are asked to operate.

21. CPCS has an agreement with SOLAS in the Republic of Ireland that allows the holders of SOLAS CSCS Experienced Plant Operator Cards to transfer certain categories onto a CPCS Competent Operator Card if they meet agreed requirements. All applications need to be made through, and approved by, SOLAS using application form F1/4. Categories that can be transferred are: Crawler Crane Tower Crane, Site Dumper, Excavators 180° and 360°, Tractor/Dozer, Slinger/Signaller, Articulated Dumper, Mini Digger, Telescopic Handler, Mobile Crane and Self-Erecting Tower Crane. Certain endorsements are restricted.

22. CPCS has an agreement with the Materials Products Qualification Council (MPQC) that allows the holders of MPQC or EPIC badged cards to transfer certain categories onto a CPCS Competent Operator Card if they meet agreed requirements. All applications need to be made using application form F1/9..

How long is the card valid for?

23. The Competent Operator Card has a five-year life. The start date of the card will be from the date that the application form is received by the Customer Operations. Each category added onto a Competent Operator Card will have the expiry date of the card itself.

24. CPCS allows a competent operator card to be renewed up to five year after the card has expired. The renewal application must be received within five years of the date of expiry of the Competent Operator Card (Refer to the process as outlined in Renewing a Competent Operator Card).

What are the options available for a cardholder to progress through the Scheme?

25. The Competent Operator Card is renewable. When the card expires the holder can apply to renew their card if they meet the Scheme requirements.

26. CPCS acknowledges that some individuals are unable to progress and the following additional routes are therefore available:
    - **Temporary Competent Operator Card:** if the individual holds a valid competent operator card but has not been unable to complete their Logbook to demonstrate on-going practical operating experience, then this is the best route to take. Please note at least one category must had been renewed fully in order to have a temporary competent operator card issued. Refer to Renewing a Competent Operator Card
    - **Return to work card:** If the individual holds a valid Competent Operator Card which is within 12-months of their expiry date but is unemployed and unable to complete their Logbook to demonstrate on-going practical operating experience, then this is the best route to take.
    - **Re-enter the Scheme:** If a competent Card is beyond five years of the expiry date, to renew, then this is the best route to take.

How do I apply for the Return to Work route?

27. For current Scheme members if they are willing to supply CPCS with a declaration that they are out of work from the plant industry, then a route to return to the Scheme on a six-month temporary card will be offered when employment is found:

- **Out of Work Declaration.** This can be made by calling the CPCS Helpline on **0844 815 7274**. The operator will be sent a confirmation letter that can be shown to potential employers outlining the steps required from them to return to full Scheme membership, including an application form.
- **Return to Work Card Request.** When the operator finds employment, they can use the application form provided to request a six-month Return to Work Card at the same level held previously. The requirements for this include:
  - an employer declaration
  - a valid Health, safety and environment test pass *(within two years of the date of application receipt)*
  - a valid CPCS renewal test pass for each category held *(within two years of application receipt)*
  - a £25.00 fee for processing the card application.
- **Full Scheme Re-entry.** An operator with a six-month temporary competent operator card or a six-month Return to Work card can fully re-enter the Scheme (at the same level as previously held) but will have to apply to renew their blue Competent Operator Card (Refer to the process outlined in Renewing a Competent Operator Card).

How do I apply to re-enter the Scheme?

28. If the blue Competent Operator Card has been expired for more than five years, the individual ceases to be a member of the Scheme. To re-enter the Scheme the individual will need to (in any order):

- pass the *CITB Health, safety and environment test (within two years of the date of application receipt)*
- pass the CPCS Theory Test *(within two years of the date of application receipt)*
- pass the CPCS Practical Test *(within two years of the date of application receipt)*
- hold the relevant SVQ or NVQ *(if not held a Trained Operator Card will be issued).*

Note: The individual will have to apply using the 'Working directly towards a Competent Operator Card' process as outlined in Working directly towards a Competent Operator Card points 23 to 30, with the following amendments:

  - write on the application 'expired Competent Operator cardholder'
  - state in the Practical Test box the route chosen to demonstrate on-going practical operating ability.

C3　Ownership of cards

29. All CPCS cards remain the property of CPCS. However, each card is issued to, and should be kept by, the named cardholder.

30. CPCS has the right to cancel a card at any point if the individual is found to have breached these Scheme rules, or otherwise brings the Scheme into disrepute.

C4　Replacement cards

31. Individuals wishing to obtain a replacement card should contact the CPCS Helpline on **0844 815 7274**. The application processing fee is determined by CPCS and is currently £25, although CPCS reserves the right to amend prices, please access the website for up-to-date information.

C5　Fraudulent cards

32. CPCS offers the following advice to those who suspect a fraudulent CPCS Card:
    - Retain the card from the individual, if possible.
    - Inform the local police providing the following: images of the card, the cardholder's name and address, details as to how the card was obtained.
    - Inform CPCS including all evidence and the crime number given by the local police. This should be sent to the office either by post or by email to Report.It@citb.co.uk.
    - Refuse the individual access to site, subject to company rules.

33. CPCS will fully support any prosecution with technical and factual evidence.

D

Progressing through the Scheme

There are two routes of entry into the Scheme which will lead to the attainment of a competent operator card:

- direct to a Competent Operator Card
- through a Trained Operator Card to Competent Operator Card (a two-stage process):

Individuals considering joining the Scheme should consider which route is most appropriate for them. This decision could be based on many factors; skills, competence, qualification and immediacy of need.

D1 Working towards a Trained Operator Card

What are the requirements for this card?

1. CPCS does not directly monitor the training provided by Trainers, but independently measures performance and knowledge gained through training. CPCS therefore cannot be responsible for the activities of Trainers/Instructors.

2. There are formal plant operator training qualifications available from awarding bodies and offered through a variety of training organisations, which can be used to prepare the individual for the test and provide a recognised route of training. An operator will be required to successfully complete the CPCS Technical Test if they wish to have a CPCS Card. The CPCS Technical Test has its own Training Syllabus that can be used as a guide for those intending to undertake a CPCS Technical Test. Qualifications may be viewed online at http://register.ofqual.gov.uk/. An operator is required to:

   - carry out any training necessary to bring them up to the standard required to enable them to pass the CPCS Technical Test
   - pass the *CITB Health, safety and environment test*
   - achieve on the CPCS Theory Test (within two years of the *CITB Health, safety and environment test*)
   - achieve on the CPCS Practical Test (within six months of the CPCS Theory Test and within two years of the *CITB Health, safety and environment test*).

How do I apply for the card?

3. On achievement of the CPCS Practical Test, the CPCS Test Centre will request the CPCS Trained Operator Card electronically using the CPCS online system in accordance with the requirements outlined in Working towards a Trained Operator Card point 6 below.

4. The only additional information required to support the issue of a Trained Operator Card is for:

   - A06 Concrete Pump Truck Mounted Boom, where a copy of an LGV licence must be supplied to the CPCS Test Centre
   - A78E & F Vacuum Excavator LGV – Semi powered arm and LGV – Fully powered arm, where a copy of an LGV licence must be supplied to the CPCS Test centre.

5. There is no need for additional payment as the cost of the application is included in the CPCS Technical Test notification fees.

6. The CPCS Test Centre must ensure that the Trained Operator Card is requested electronically within two full working days of the CPCS Practical Test completion.

7. The Trained Operator Card category start date will be the date that the CPCS Practical Test was passed, so if a delayed application is made the category will be back-dated to the date of the CPCS Practical Test.

How can I add more categories and/or endorsements?

8. If you wish to update the card by adding further new categories, you are required to (in this order):

   - pass the *CITB Health, safety and environment test*
   - achieve the CPCS Theory Test (within two years of the *CITB Health, safety and environment test*)
   - achieve the CPCS Practical Test (within six months of the CPCS Theory Test and within two years of the *CITB Health, safety and environment test*).

9. To update the card by adding further endorsements to existing categories, you are required to:

   - pass the *CITB Health, safety and environment test*
   - achieve the CPCS Practical Test (within two years of the *CITB Health, safety and environment test*).

10. Please note: you are not required to pass the Theory Test to add a further endorsement regardless of when the original card was issued.

   The application process is the same as for an initial card application (Refer to Working towards a Trained Operator Card point 3 to 7 above).

D2   Moving from a Trained Operator Card to a Competent Operator Card

What are the requirements for this card?

12. An operator is required to:
    - hold a valid card within the 12 month grace period
    - pass the *CITB Health, safety and environment test* (within two years of the date of application receipt)
    - achieve an SVQ or NVQ, with the appropriate units relevant to the category.

13. *Note: If you are unable to meet these requirements, Refer to other options as outlined in* Trained Operator Card points 9 to 11.

How do I apply for the card?

14. Contact the CPCS Helpline on **0844 815 7274**, confirm your details and make a payment of £25. This is a non-refundable fee for the services of processing the application. You will be asked to supply a copy of the certificate gained **OR**

15. Complete CPCS Application Form F1/2. This can be downloaded from the CPCS website or contact the CPCS Helpline on **0844 815 7274** who can post you a form

16. The Independent Declaration of the applicant's identity must be completed by either:
    - the SVQ or NVQ Assessor who awarded the qualification, with the SVQ or NVQ Centre's details completed, or
    - an employer representative having appropriate line management responsibility.

17. CPCS will require confirmation of achievement of the appropriate SVQ or NVQ with the relevant required units through attaching a copy of the evidence to the card application form. This will enable a Competent Operator Card to be issued. Please do not send originals as they cannot be returned.

18. A £25 card application fee should be attached to the application. This is a non-refundable fee for the service of processing the application.

19. The application form should be returned to CPCS at the address indicated on the application form.

20. The Competent Operator Card will have a start date of the date of application receipt by the Customer Operations.

How can I add more categories and/or endorsements?

21. If you wish to add categories or endorsements, these should be added to the existing Trained Operator Card through the process outlined in Working towards a Trained Operator Card points 8 to 11.

    Note: In some instances where categories or endorsements are being added these may be eligible for Competent Operator Card dependant on whether the relevant SVQ or NVQ units have already been achieved.

D3   Working directly towards a Competent Operator Card

What are the requirements for this card?

22. An operator is required to:
    - obtain confirmation of achievement of the appropriate SVQ or NVQ with the relevant required units to the category being applied for and take a copy of the SVQ or NVQ certificate to the CPCS Practical Test
    - pass the *CITB Health, safety and environment test*
    - achieve the CPCS Theory Test (within two years of the *CITB Health, safety and environment test*)
    - achieve the CPCS Practical Test (within six months of the date of the CPCS Theory Test and within two years of the *CITB Health, safety and environment test*).

How do I apply for the card?

23. You will need to complete CPCS Application form F1/1 on achievement of the CPCS Practical Test. The form will be provided by the CPCS Test Centre when the CPCS Practical Test is passed.

24. The CPCS Tester who delivered the CPCS Practical Test must sign the declaration on the application form. If you are renewing an Expired Competent Operator Card (see Competent Operator Card point 30), then the Independent Declaration must be signed by the CPCS Tester who delivered an element of the CPCS Technical Test (Theory, On-Site Assessment or Practical).

25. CPCS will require confirmation of achievement of the appropriate SVQ or NVQ relevant required units through attaching a copy of the evidence to the card application form. This will enable a Competent Operator Card to be issued. Please do not send originals as they cannot be returned. If a copy of the evidence is not attached, a red Trained Operator Card will be issued. Please note a red Trained Operator Card will not be issued if one has been previously held for that category and the application will be returned as rejected.

26. The only additional information required to support the issue of a Competent Operator Card is for:
    - A06 Concrete Pump Truck Mounted Boom, where a copy of an LGV licence must be attached
    - A78E & F Vacuum Excavator LGV – Semi powered arm and LGV – Fully powered arm, where a copy of an LGV licence must be attached.

27. There is no need to attach payment as the cost of the application is included in the CPCS Technical Test fees. The CPCS Test Centre must ensure all CPCS Operator application forms (F1/1) are sent directly to CPCS, and that they are received by CPCS (at the address indicated on the application form) within two full working days of the CPCS Practical Test completion.

28. The Competent Operator Card start date will be the date that the CPCS Practical Test was passed. If applying to add a further category or endorsement to an existing card, then the start date of the category will be the date that the application form is received by Customer Operations. It will expire at the same time as the card itself.

How can I add more categories and/or endorsements?

29. If you wish to add categories or endorsements, and you hold the relevant SVQ or NVQ units for the category, these should be added to the existing Competent Operator Card through the process outlined in Working towards a Trained Operator Card point 8 to 11. You should take a copy of the SVQ or NVQ certificate to the CPCS Practical Test.

30. The application process is the same as for an initial card application (Refer to Working Directly towards a Competent Operator Card point 23 to30).

D4   Renewing a Competent Operator Card

What are the requirements for renewing this card?

31. An operator is required to:
    - hold a valid Competent Operator Card that has not expired. (Refer to Competent Operator Card point 25 to 26 for further details on the rules for expired cards.)
    - pass the *CITB Health, safety and environment test* (within two years of the date of application receipt)
    - pass the CPCS Renewal Test for each category held
    - demonstrate on-going practical operating experience through a choice of routes:
        - Logbook
        - On-Site Assessment
        - CPCS Practical Test
        - SVQ or NVQ.

    Note: If you are unable to meet these requirements, refer to other options as outlined in Competent Operator Card point 27 to 28

32. If at least one category on a card is renewed then categories not applied for at the time of renewal may be 'banked' and claimed at a later date. However, this must be within the five-year lifespan of the renewed Competent Operator Card that is issued providing the requirements as set out in Renewing a Competent Operator Card point 33 is met at the time of application, using the process outlined in Renewing a Competent Operator Card points 36 to 42. Banked categories cannot be carried forward and banked onto a subsequent card; normal entry requirements will then be applied. (Please refer to Renewing a Competent Operator Card points 45 to 49 for re-instating banked categories. and refer to Renewing a Competent Operator Card points 50 to 55 for obtaining a temporary Competent Operator Card.)

33. Where SVQ or NVQ units relevant to a category being renewed have been achieved within the previous two years of the renewal date, the logbook or On-Site Assessment does not need to be undertaken in order to renew that category. In this instance, the NVQ and SVQ groupings does not apply.

    Note that for this concession, the grouping of categories for NVQ and SVQ purposes does not apply.

How do I apply to renew the card?

34. You will need to complete CPCS Application form F1/3. This can be accessed through a CPCS Test Centre or downloaded from the CPCS website.

35. CPCS Application form F1/3 will need to have an independent declaration by:
    - Logbook route or NVQ/SVQ: an Approved Company Validator, or
    - Practical Test or On-Site Assessment: the CPCS Tester who delivered the test.

36. The *CITB Health, safety and environment test* must have been passed within two years of the date of application receipt.

37. The CPCS Renewal test will need to be passed for each category within two years of the date of application receipt.

38. The application form should be returned to CPCS using the address on the back of the application form.

39. The Competent Operator Card start date will be the date from the expiry date of the previous Competent Operator Card so if a delayed application is made, the card will be back-dated to start from the expiry date of the previous Competent Operator Card.

How can I add more categories and/or endorsements?

40. If you wish to add categories or endorsements, and you hold the relevant SVQ or NVQ units for the category, these should be added to the existing Competent Operator Card through the process outlined

in Working directly towards a Competent Operator Card point 31 to 32. You should take a copy of the SVQ or NVQ certificate to the CPCS Practical Test.

41. The application process is the same as for an initial card application (Refer to Working directly towards a Competent Operator Card point 23 to 30).

How do I re-instate a banked category?

42. An operator is required to (within the five-year lifespan):
    - demonstrate on-going practical operating experience through a choice of routes:
        - Logbook
        - On-Site Assessment
        - CPCS Practical Test
        - SVQ or NVQ
    - pass the relevant CPCS Renewal test for each category within two years of the date of application receipt.

43. You will need to complete CPCS Application form F1/3. This can be accessed through a CPCS Test Centre or downloaded from the CPCS website.

44. Where SVQ or NVQ units relevant to a category being renewed have been achieved within the previous two years of the renewal date, the logbook or On-Site Assessment does not need to be undertaken in order to renew that category. In this instance, the NVQ and SVQ groupings does not apply. Please note that for this concession, the grouping of categories for NVQ and SVQ purposes does not apply.

45. CPCS Application form F1/3 will need to have an independent declaration by:
    - Logbook route or NVQ/SVQ: a company-approved Validator, or
    - Practical Test or On-Site Assessment: the CPCS Tester who delivered the test.

46. The application form should be returned to CPCS using the address on the back of the application form.

47. In certain cases, a Competent Operator cardholder may need to have a banked category or categories identified on a card to gain access to the workplace to accumulate hours. Banked categories can be added to a temporary Competent Operator Card.

48. The temporary card shows the banked category or categories and there will be an expiry date of six months against each category.

49. Banked categories can only be added once to the temporary card. If the hours are not completed, or an On-site Assessment or Practical Test not achieved within the six months, then the category cannot be added to a subsequent Competent Operator Card.

50. If another banked category needs to be subsequently added to the temporary card, it can be added with a six-month expiry.

51. If the number of hours needed are achieved within the six-month period, the category can be added to the full Competent Operator Card, as described in Renewing a Competent Operator Card points 36 to 42.

52. The temporary card cannot be issued if the expiry date of the Competent Operator Card is less than six months. The only way in which banked categories can be added to the Competent Operator Card is through achievement of the On-site Assessment or Practical Test plus passing the relevant CPCS Renewal test.

How do I apply for a temporary Competent Operator Card?

53. Contact the:

    - CPCS Helpline on **0844 815 7274** and give details of the operator over the telephone and make a payment of £25 by credit/debit card, or
    - send a letter ensuring that the full name, full address, card registration number and category or categories to be placed on the temporary Competent Operator Card are detailed in the letter.

54. A £25 card application fee should be attached to the letter. This is a non-refundable fee for the service of processing the application.

E

Delivery elements of the Scheme

The Scheme is delivered using a network of CPCS Test Centres which use registered CPCS Testers to deliver the CPCS Technical Tests and who are quality assured by NOCN Group Quality Assurance Personnel. Certain CPCS Test Centres are also approved to offer the CPCS role-based courses which are also quality assured by NOCN Group Quality Assurance Personnel.

E1   CPCS Test Centres

What is the role of a CPCS Test Centre?

1. A CPCS Test Centre is a place of operation which has been approved by NOCN Job Cards Ltd for the purpose of providing a single point of contact to the operator and delivering a customer focused service to:

   - promote CPCS
   - assist with enquiries
   - deliver CPCS Technical Tests and administer the test information from notification through to results submission
   - arrange or deliver *CITB Health, safety and environment test*
   - arrange or deliver SVQs or NVQs in relevant occupations to obtain the CPCS Competent Operator Card
   - support CPCS Card applications
   - support Grant applications to CITB
   - arrange or deliver any other further services required by CPCS.

2. A CPCS Test Centre will have:

   - a CPCS Test Site with welfare facilities, a CPCS Theory Area and a CPCS Practical Area which meet the specifications for the CPCS Technical Test.

3. A list of approved CPCS Test Centres is available on the CPCS website.

4. Detailed information on becoming a CPCS Test Centre is contained within the CPCS Scheme Booklet for Test Centres and can be downloaded from www.citb.co.uk/cpcssupportmaterial. Organisations wishing to pursue becoming a CPCS Test Centre should visit the website for information on how to apply www.citb.co.uk/citbcentres

E2   CPCS Testers

What is the role of a CPCS Tester?

5. A CPCS Tester is required to assess an individual's performance against the CPCS Technical Test criteria.

6. A CPCS Tester must be up-to-date with the latest CPCS requirements such as the CPCS Training Syllabi, *CPCS Approved Code of Delivery (ACoD)* and CPCS Practical Test Specifications.

7. A CPCS Tester is an individual who has met the CPCS Scheme requirements to become a CPCS Tester, and has been issued with a CPCS Tester Card, and therefore has proven technical operating skill and testing ability.

8. A CPCS Tester must work within an approved CPCS Test Centre to supervise, deliver and provide written feedback on:

   - CPCS Theory Tests in a classroom environment using verbal questioning techniques in a one-on-one situation with the operator
   - CPCS Practical Tests in a test practical environment
   - CPCS On-Site Assessments in a live work environment or a suitable location that ensures the activities can be completed.

9. The CPCS Tester will only be able to operate as a Tester within the remit of the CPCS Centre(s) to which they are registered. The CPCS Tester may choose to operate through one or more CPCS Centres.

10. A CPCS Tester can also be approved as a Trainer if they have the relevant role-based elements. The roles are not mutually exclusive.

11. Detailed information on becoming a CPCS Tester is contained within the CPCS Scheme Booklet for Testers and can be downloaded from www.citb.co.uk/cpcssupportmaterial. Queries about becoming a CPCS Tester can be sent to cpcs.product@citb.co.uk

E3   Quality Assurance Personnel

What is the role of Quality Assurance Personnel?

12. Quality Assurance Personnel are a group of individuals who are employed for the purpose of carrying out monitoring visits (this will include monitoring of Technical Tests, On-Site Assessments and audits of centres and sites) to ensure that CPCS Test Centres comply with the Test Centre Agreement and Scheme Booklet for Test Centres.

13. Quality Assurance Personnel can carry out audits of CPCS Logbooks to ensure compliance with Scheme rules regarding the renewal of competent operator cards.

14. Quality Assurance Personnel provide advice and guidance on CPCS to customers, acting as a focal point on Scheme matters.

15. If an individual has any concerns about the standard of testing, these should be passed on to a member of the Quality Assurance Personnel for investigation.

E4   Card Services Department

What is the role of Card Services Department?

16. This department is the body of personnel based at NOCN Job Cards, NOCN Group, Innovation Way, King's Lynn, PE30 5BY. They are responsible for development, delivery and monitoring of the CPCS Scheme.

E5   CPCS Administration and Call Handling

Who completes the CPCS administration and Call handling?

17. 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 Customer Operations based at King's Lynn, Norfolk.

18. The timetable for producing a CPCS Competent Operator Card is normally 15 working days from receipt of the correctly and fully completed application.

19. The timetable for producing a CPCS Trained Operator Card is normally five working days from the electronic request.

F

Other

This section gives information on how your personal data will be handled, how to you may appeal and how you can claim grants.

F1   Fair Processing Notice

How will you handle my personal data?

1. NOCN Job Cards Ltd operates the CPCS.

2. 'Personal Data' is an individual's personal information including information obtained directly from an individual, or from third parties, or as a result of our relationship with the individual in our capacity as an Industrial Training Board.

3. NOCN job Cards Ltd will collect, hold, use and process an applicant's Personal Data.

4. Your data will be held securely and treated confidentially and will not be disclosed to external parties other than as required for the purposes described above, which may include sharing your information on a construction training register as well as with employers, awarding organisations, training providers, or funding bodies. Your Personal Data will not be passed to third parties for marketing purposes without your consent.

5. For information explaining your legal rights and how we use your information, please view our Privacy Notice online at https://www.nocn.org.uk/privacy/.

6. If information about an applicant is provided by a third party, the third party providing such information must be able to provide evidence that they have the consent of the applicant to the processing of his/her personal data.

7. By signing the application form the applicant confirms acceptance to these terms and conditions including for the CPCS Test Centre to request a CPCS Trained Operator Card electronically in accordance with the CPCS Terms & Conditions and in relation to the processing of my Personal Data throughout the assessment process which includes Technical Testing and On-Site Assessment.

F2   Appeals

How do I lodge an appeal?

8. CPCS card appeals or disputes should be referred, in writing, to:

> CPCS
> PO Box 320
> Bircham Newton
> King's Lynn
> Norfolk
> PE31 6WD

9. If the CPCS team are unable to resolve the appeal, it will then be referred to an Appeals Panel, appointed by the CPCS Management Committee, for a final decision.

Note: If your appeal is against the outcome of a CPCS Technical Test or On-site Assessment, please in the first instance contact the CPCS Test Centre where the CPCS Technical Test or On-site Assessment was undertaken.

F3   Grants

Can I claim any grants to support the training and testing required to progress through the Scheme?

10. CITB grants can be claimed by employers registered with CITB for employees who have completed training, achieved the CPCS Technical Test or achieved the SVQ or NVQ.

11. For full details on the grants available and the rules for application, Refer to https://www.citb.co.uk/grant/ which lists the appropriate information source.