

## TEST CENTRE UPDATE 5TH JUNE 2020

Government has requested that many construction projects and essential maintenance works continue during the COVID19 situation. The current climate is unprecedented, and changes will continue to be fast moving. CPCS will do our utmost to continue to support industry whilst complying with government guidelines.

Whilst Government continues to support construction projects, NOCN Group/CPCS will remain open to support test centres and the industry during these difficult times.

Current Guidance for Centres:

- Centres must risk assess all activities and ensure that they can follow the government's Guidance, [www.gov.uk](http://www.gov.uk) "Working Safely During COVID-19". This applies to any activity that is undertaken at any test centre (or off-centre testing) if you cannot meet government guidelines, you must not continue.
- All machine controls and access points where people touch must be wiped down using disinfectant. Where dexterity is not affected gloves may also be worn. Please ensure that this activity is also risk assessed, so that no persons are put at risk. Please see: <https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings>
- Due to restrictions caused by the COVID-19 pandemic, the CPCS EQA team may request that practical tests to be video recorded. EQA's will select the practical test to be video recorded and give the test centre at least 24 hours' notice.

Our Quality Assurance team will continue to support centres and monitor notifications and activities, Quality Assurance staff may also contact centres to ask them to provide Risk Assessments, Audio Recordings and Video Recordings (in accordance with scheme rules).

### For sectors 1 to 6 + 12 & 13

Due to COVID-19 we are currently operating limited resources, if you need to speak with a member of the quality assurance team please contact: Adam Cobban on 07494 676462 or [Adam.cobban@nocn.org.uk](mailto:Adam.cobban@nocn.org.uk)

### For sectors 7 – 11

Due to COVID-19 we are currently operating limited resources, if you need to speak with a member of the quality assurance team please contact: John Landers on 07494 676471 or [john.landiers@nocn.org.uk](mailto:john.landiers@nocn.org.uk)

### EQA Test Centre Visits

EQA's are available to visit centres, providing Government guidelines can be followed.

### Theory Test Validation Period

The current rule is that a theory test lasts up to 6 months, however we understand that, due to the COVID19 situation, this may affect candidates and potentially disadvantage them. Therefore, we will relax this rule in some instances, please contact the sector EQA team for guidance. Please continue to notify in the normal way, any deviations from existing rules must be approved by the sector Quality Assurance team.

## New CPCS Tester Renewal

The tester renewal process for all current testers has been established.

We have emailed all testers whose card expire prior to January 2020. We have also created an electronic renewal and payment process for these testers.

We will also be emailing all testers whose cards expire after December 2020.

Please ask your testers if they have received their letter, if not please pass them a copy of the information which can be found at.

[Letter to Testers Expiring Prior 31 Dec 2020](#)

[Letters to testers Expiring After 01 Jan 2021](#)

## CPCS Centre Named Contacts

Named contacts continue to work from home and support our network of CPCS Test Centres

Sectors covered	Named contact	Email address
1, 2, 9 & 10	Lisa Clapson	<a href="mailto:lisa.clapson@nocn.org.uk">lisa.clapson@nocn.org.uk</a>
3, 7, 8 & 11	Lorraine Clay	<a href="mailto:lorraine.clay@nocn.org.uk">lorraine.clay@nocn.org.uk</a>
4, 5, 6, 12 & 13	Tara Curry	<a href="mailto:tara.curry@nocn.org.uk">tara.curry@nocn.org.uk</a>

## Progress on Card Production

We can assure all our customers that we are working very hard to improve our services, to fall in line with the expectations of industry and all stakeholders.

The CPCS team have been working very hard to resolve any issues that we have had with systems and card production. The backlog is reduced, and we have very limited numbers of cards that remain in the system to be printed. Those that are remaining are mainly due to where data does not match, and HS&E tests cannot be found. Due to the data transfer there are some issues with blue cards which have had missing categories, this data has now been cleansed and cards will now be correct.

If you have any cards with missing categories, please let us know we will reissue a replacement card.

Over the past 3 months we have been measuring our performance and we have seen a massive improvement in card production, with an increase in cards being produced, this has been one of our main focuses, as we realise that people cannot work without cards.

Now that we have improved the card production service, we will be looking at all customer contacts and reducing, call times, email response times, card production times as well as measuring the effectiveness of staff and customer journeys. We are also launching a new training programme for all our Customer Service teams, which will upskill and harmonise our approach.

We are confident that you will see vast improvements in the service we are able to offer our customers moving forwards.

## **Pearson VUE Test Centres**

Some Pearson VUE-owned and operated Pearson Professional Centres are available for testing in the UK. We will continue to deliver exams to any independent third-party test centres (PVTG and PVTG Selects) who have the ability to operate within the UK. For the latest information <https://home.pearsonvue.com/coronavirus-update>

## **TCMS GUIDANCE**

### **Names Containing Apostrophe**

You may have been aware that there has been difficulty claiming red cards via the TCMS for individuals with an apostrophe in their surname. We are pleased to say this has now been fixed within TCMS meaning centre's should now be able to request red cards correctly. We'd like to apologise for any inconvenience caused.

### **Change of Testers**

If the centre wish to amend the tester, they can only do that up to the day prior the test. The system is designed to take the date of the test rather than the time. If they wish to change the tester on the day then this will have to be emailed to their Named Contact.

### **CPCS Tester Course**

The next CPCS tester Course is planned to run at Keith Cook Training Services, Charley Road, Loughborough, Leicestershire on the 22 June 2020 please call, 01509 600330 to reserve your place.

**Best wishes from all the staff at CPCS to you our valued customers.**

**We hope you all remain safe and well.**

Kind Regards, CPCS Team