How to use CPCS System: REQUESTING A TRAINED OPERATOR CARD

CP Construction Plant
CS Competence Scheme

Things you will need before starting this process:

- The Candidate Details

What is the basic system functionality:

The system gives the functionality to:

- Request a Trained Operator Card via CPCS-ON system
- View why a Trained Operator card is Not Eligible for issue
- View a list of Trained Operator Cards that have been requested.

The status of a Card can change from **NOT ELIGIBLE** to **ELIGIBLE** to **REQUESTED** or **ELIGBILE** to **REQUESTED**.

Summary of steps to complete the process:

- **Step One:** Open Eligible Tab
- **Step Two:** Open Not Eligible Tab
- **Step Three:** Open Requested Tab

CPCS-ON User Guide: Requesting a Trained Operator Card
Last Release Date: 09 April 2016

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1. Step One: Open Eligible Tab

1.1. Once logged into the system click on the **Cards** Tab.

1.2. From this screen you can see the following tabs:

1.3. To open the Eligible tab click on **Eligible** and you will be taken to the following screen where you can view a summary of the candidates who are Eligible for a CPCS Trained Operator Card:

Individual ID	Name	Category	Test Date ▲	
1905657	Melanie Anne Edwards	A09A	24/02/2011 11:01:00	Request Card

1.4. Click on **Request Card** you will then be taken to the following screen which is where you enter the address the card is to be sent to:

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Page 2 of 8

CPCS-ON User Guide: Requesting a Trained Operator Card
Last Release Date: 09 April 2016

CP Construction Plant
CS Competence Scheme

Enter the address the card is to be sent to.

Name: Melanie Anne Edwards

Address
Line 1   ConstructionSkills

Line 2   Bircham Newton

Line 3   King's Lynn

Line 4   Norfolk

Postcode   PE31 6RH

Country   United Kingdom

Clear Address   Request Card   Cancel

Note: Please ensure that a Postcode is entered. If the address has no Postcode i.e. overseas or Republic of Ireland address please type: **XXX** in the Postcode field.

- If the correct address is shown (i.e. the same address that was entered on the CPCS Terms & Conditions and Data Protection Statement is shown) then click on **Request Card.**

- If the incorrect address is shown click **Clear Address** and enter the correct address as that was entered on the CPCS Terms & Conditions and Data Protection Statement and then click on **Request Card** you will then be taken back to the list of Eligible candidates where you may request another candidate's card (if any applicable).

Note: If a candidate has more than one category showing in the Eligible Tab at the time of requesting the card you will only have to click Request Card once for that candidate.

Once a card has been requested it will move from the **Eligible** Tab to the **Requested** Tab see Step Three for further information on this tab.

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Page 3 of 8

CPCS-ON User Guide: Requesting a Trained Operator Card
Last Release Date: 09 April 2016

CP Construction Plant
CS Competence Scheme

2.   Step Two: Open Not Eligible Tab

2.1.   Once logged into the system click on the **Cards** Tab.

Home	Batches	Monitor Reports	Search	Cards	Library	
Welcome to CPCS-On	Change password		Accreditation Details	Users		

2.2.   From this screen you can see the following tabs:

Eligible   Not Eligible   Requested

2.3.   To open the Not Eligible tab click on **Not Eligible** and you will be taken to the following screen where you can view a summary of the candidates who are Not Eligible for a CPCS Trained Operator Card:

Refresh					
Individual ID	**Name ▲**	**Category**	**Test Date**	**Status**	
2287963	Lynette Spavin	A61	08/03/2011 13:16:00	Ineligible for category	Revalidate

2.4.   The **Status** could be for one or more of the following and the reasons for the Status are listed below:

- **Health & Safety Checks failed**

    This status will be shown if the candidate does not hold a valid and/or in date CITB Health, safety & environment test pass.

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Page 4 of 8

CPCS-ON User Guide: Requesting a Trained Operator Card
Last Release Date: 09 April 2016

Once the candidate has passed the CITB Health, safety & environment test you will need to click on **Revalidate** and then click on **Refresh**, providing that all the requirements have now been met this candidate should now move in to the **Eligible** Tab and you will need to follow Step One as above.

Note: It could be 48 hours from the date of the Health, safety & environment test before a Pass will show in CPCS-ON.

- **Ineligible for Category**

This status will be shown if the candidate has previously held this category on a Trained Operator card and/or a Competent Operator card.

- **No Valid Theory Test found**

This status will be shown if the candidate does not hold a corresponding or in date CPCS Theory Test i.e. taken more than 6 months prior to the CPCS Practical Test.

Once the candidate has taken and passed the relevant CPCS Theory Test you will need to click on **Revalidate** and then click on **Refresh.** Providing that all other requirements have been met this candidate should now move in to the **Eligible** Tab and you will need to follow Step One as above.

- **Terms & Conditions have not been confirmed**

This status will be shown if the box has not been checked to confirm that, you certify that the candidate has accepted the terms and conditions.

- **LGV Licence has not been confirmed for this category**

This status will be shown if the box has not been checked to confirm that, you certify you have validated and stored a copy of an LGV licence held by the candidate. This is only applicable for categories A06 Truck-mounted Boom Concrete Pump and A78 Vacuum Excavator (released 10th June 2016).

- **Photograph Check failed**

This status will be shown if a photograph has not been uploaded on to CPCS-ON and/or the box has not been checked to confirm that, you certify that the photograph is a true likeness of candidate, detailed within this notification.

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Page 5 of 8

CPCS-ON User Guide: Requesting a Trained Operator Card
Last Release Date: 09 April 2016

CP Construction Plant
CS Competence Scheme

- **Validation incomplete - Please try later**

  This status will be shown if there is an error with CITB BPM (Business Process Management) Server not working i.e. a power failure or as part of the new enhancement to accommodate the issue in relation to performance.

  As the message suggests please try later by clicking on **Revalidate** and then click on **Refresh.** Providing that all the requirements have been met this candidate should now move in to the **Eligible** Tab and you will need to follow Step One as above.

- **Undetermined Error**

  This status will be shown if the candidate is Not Eligible for a Trained Operator Card but the system cannot recognise why this is the case. In these instances contact the CPCS Product office via email (with the Candidate Name, Individual ID and Category to be issued) cpcs.product@citb.co.uk

Note: If there are more than one Not Eligible Status for the candidate the system will only show one Status at a time starting with Health & Safety Checks failed, once these requirements have been rectified it will then show the next status if the candidate is still showing in Not Eligible.

If you failed to check any of the relevant boxes or upload a photograph when you resulted the CPCS Practical Test you may re-enter that candidates result page by clicking on the **Individual ID.** You will be shown the results page where you can check the relevant boxes to enable the candidate to be Eligible for a Trained Operator Card.

You will not be able to change the **Result Status** or **Actual Duration** of the CPCS Practical Test.

Refresh					
Individual ID	**Name ▲**	**Category**	**Test Date**	**Status**	
2287963	Lynette Spavin	A61	08/03/2011 13:16:00	Ineligible for category	Revalidate

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Page 6 of 8

CPCS-ON User Guide: Requesting a Trained Operator Card
Last Release Date: 09 April 2016

CP Construction Plant
CS Competence Scheme

Note: If a concession has been given by your CPCS Monitor to allow the issue of a Trained Operator Card where Scheme Requirements have not been met in full i.e. CPCS Theory Test more than six months old at the time of achieving the Practical Test then authorisation for the Red Trained Operator card to be issued must be obtained by the relevant CPCS Monitor, that CPCS Monitor must then send an e-mail (with the Candidate Name, Individual ID and Category to be issued) to cpcs.product@citb.co.uk who will then request the card on the Test Centre's behalf.

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Page 7 of 8

CPCS-ON User Guide: Requesting a Trained Operator Card
Last Release Date: 09 April 2016

CP Construction Plant
CS Competence Scheme

3.   Step Three: Open the Requested Tab

3.1.   Once logged into the system click on the **Cards** Tab.

Home	Batches	Monitor Reports	Search	Cards	Library
Welcome to CPCS-On	Change password	Accreditation Details	Users		

3.2.   From this screen you can see the following tabs:

Eligible	Not Eligible	Requested

3.3.   To open the Requested tab click on **Requested** and you will be taken to the following screen where you can view a summary of the candidates who have had a CPCS Trained Operator Card requested. The Status will show that the Card has been requested and the expected delivery date.

Individual ID	Name ▼	Category	Test Date	Status
1905657	Melanie Anne Edwards	A05	09/03/2011 08:16:00	Card requested - expected delivery 27/3/2011
1905657	Melanie Anne Edwards	A09A	24/02/2011 11:01:00	Card requested - expected delivery 27/3/2011
1905657	Melanie Anne Edwards	A18	09/03/2011 12:16:00	Card requested - expected delivery 27/3/2011

Note: Once a Red Trained Operator card has been requested it will only remain visible in this list for 28 days.

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Page 8 of 8

CPCS-ON User Guide: Requesting a Trained Operator Card
Last Release Date: 09 April 2016