



Certificates of Professional Competence

CPC Live – Issue 2

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WELCOME!

WELCOME TO CPC LIVE, OCR'S NEW 'ROLLING NEWSLETTER'!

We've created CPC Live to make sure you are always up to date with our latest developments, news and information.

New content will be added to the beginning of CPC Live, with older items moving down.

This will mean all information stays together in one place, and you never miss an item, whenever you start using CPC Live.

How will I know when you've added news?

We will use the OCR's online CPC community (the 'e-community') to let you know about updates to CPC Live.

You can find out more about the e-community, including how to sign up, later in this newsletter.

QUICK LINKS

Go to the OCR web page for the **2012 Road Haulage CPC**.

Go to the OCR web page for the **2012 Passenger Transport CPC**.

For information on how to contact us, on fees, key dates and timetables, post-result services, administration and much more, please see our **CPC Key Information document**.

Once you've joined the e-community, you can set up alerts so that you receive an email any time we post a message.

This means you'll:

Always know when CPC Live has been updated

Always have the latest news and information at your fingertips

Only have to check CPC Live when you know there's something new to see!

We hope you find this new service helpful. If you have any feedback, do let us know at customerfeedback@ocr.org.uk.



STUDENT AND TUTOR GUIDE

The recently published *Student and Tutor Guide* provides an invaluable resource for everyone involved with CPC examinations. Like OCR's other publications it is available from the website as a [download](#) in PDF format.

The introduction section outlines the regulations surrounding Professional Competence. It explains who needs the qualification and why.

The section goes on to describe the qualification in detail, explaining what the examinations involve and what candidates must do to achieve the CPC qualification.

The next section of the guide covers the syllabus of the CPC qualification. Every area of the syllabus is listed in detail and the guide explains for each, how questions will be asked. Also, it details whether the area will be tested in multiple choice, case study or both. For the benefit of both candidates and trainers the extent of the knowledge requirement for each syllabus area is explained.

At the end of the syllabus section is a page which details the composition of the multiple choice papers. A table on this page gives the number of questions that are taken from each area of the syllabus.

The next section covers P2 and R2 – the Case Study part of the examination. Candidates can gain much useful information here; hints and tips on how to manage examination time; how to lay out answers for different question types and how to recognise what is required from the different question command verbs.

The final section explains the marking process, standardisation and awarding meeting.

The **Student and Tutor Guide** is a "MUST READ" for everyone involved.



- Overview
- Discussions**
- Members
- Resources

Discussion Forums

Description here of the forums. Take a look, and if you don't see a conversation you'd like to join, why not start one yourself?

Discussion Forum	Topics	Posts	Last Post
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Username: *

Password: *

- Create new account
- Request new password

In the community

- Collaborate with colleagues

E-COMMUNITY

The e-Community continues to provide a forum within which members may discuss any matters relating to CPC.

OCR uses the general discussion area to post information and notice of updates to the website. All e-community users are able to use this area as a quick source of reference, e.g. to check pass rates on a recent multiple choice paper.

OCR staff monitor the community and its various forums regularly and are able to answer most questions directly. In some cases, subject specific questions will be referred to the relevant examiner or to a sector specialist. In these situations responses will be posted on the community when available.

We encourage all those involved with CPC training to use the discussion forums in order to share their views, comments and concerns. They will be interacting with us at OCR and with the wider CPC e-Community. There are currently 122 members of the CPC e-Community and we would love to welcome more.

Don't forget to check the "Administration" forum under the "Discussions" tab for notice of updates and changes to the CPC process.

Problems with navigating the e-Community pages or unable to make use of "alerts"? then please see our [training manual](#).

Click [here](#) to go to the e-community.



EXAMINATION FOR THE INTERNATIONAL UNITS

International Units 6 and 7 may no longer be taken and therefore anyone who currently holds the National CPC but wishes to apply for and hold an International Operator Licence will have to sit and pass both of the current relevant CPC units (R1 and R2 or P1 and P2).

National CPCs in Road Haulage and Passenger Transport, gained prior to 2012, remain valid for those people who hold a National Operator Licence only.



EXTENSION TO THE CASE STUDY EXAMINATION DURATION

In response to feedback from training centres and candidates, we consulted with the DFT on the matter of examination duration.

Centres generally felt that many candidates found difficulty in completing the R2 and P2 (Case Study) examinations within the 2 hour limit.

Having now held further discussions with the DFT, it has been agreed that the Case Study examinations (R2 and P2) can be extended to 2 hours and 15 minutes with effect from the March 2014 session.

This will allow candidates more time to read the case study scenario and questions carefully before answering, although the extra time is not being specifically designated as reading time.

In order to ensure fairness for candidates, we will compare the difficulty of examinations in 2014 with those in 2012 and 2013 at the awarding meetings.

Pass marks will be set accordingly, so that the change to the duration of the examinations does not advantage or disadvantage any candidate past or future.

More details about the awarding process may be found [here](#).



CANDIDATE ID FORM

In response to centre feedback, we're pleased to let you know that you now only need to submit a candidate ID form once for each candidate.

If a candidate takes another exam or a resit in a later session, you don't need to send in another photocopy or scan.

You must keep a copy of the form on file at your centre, and you must visually check a returning candidate's identity against the form you hold on file, but you don't need to resubmit the form to us.

We have updated the form to reflect this change and to make the process clearer and you can find it [here](#).



OCR DECEMBER 2012 CENTRE EVENT PRESENTATION NOW ON WEBSITE

On 17 December 2012 we held an event at our Coventry office for OCR CPC centres.

The event focused on the kinds of questions now posed in OCR CPC exams, and ways candidates could tackle these effectively.

The event was well received with very positive feedback from delegates.

The [presentation](#) given on the day is now available on both the Road Haulage and Passenger Transport CPC web pages.

We hope you'll find the presentation useful in guiding your students towards understanding what is required of them in the exams.

The presentation also highlights

- Improvements we've made to the qualification and supporting documents like the Chief Examiner Reports
- How we ensure both flexibility and fairness for candidates.

Coming soon will be a voiceover for the presentation, so you can hear our commentary on the information in the slides. Sign up to the e-community so that you are alerted when this is uploaded!



MULTIPLE CHOICE EXAMINATIONS

There have now been two examination sessions since the change to the rules whereby candidates have been permitted to leave the examination room early when taking the P1 or R1 (multiple choice) papers.

Centres appear to have managed the new arrangement successfully.

We would remind all Centres that you must continue to observe all other invigilation rules, making sure that:

- Candidates who are leaving do not communicate with those still completing the exam.
- Candidates who remain in the room do not, during the exam, communicate with candidates who have left.
- Candidates who are leaving early **MUST** hand in their completed examination papers before they leave.
- Candidates **MAY NOT** return to the examination room after leaving.

Invigilators should familiarise themselves with the [Instructions to Invigilators](#). This is available in PDF form on the CPC page of the OCR website.

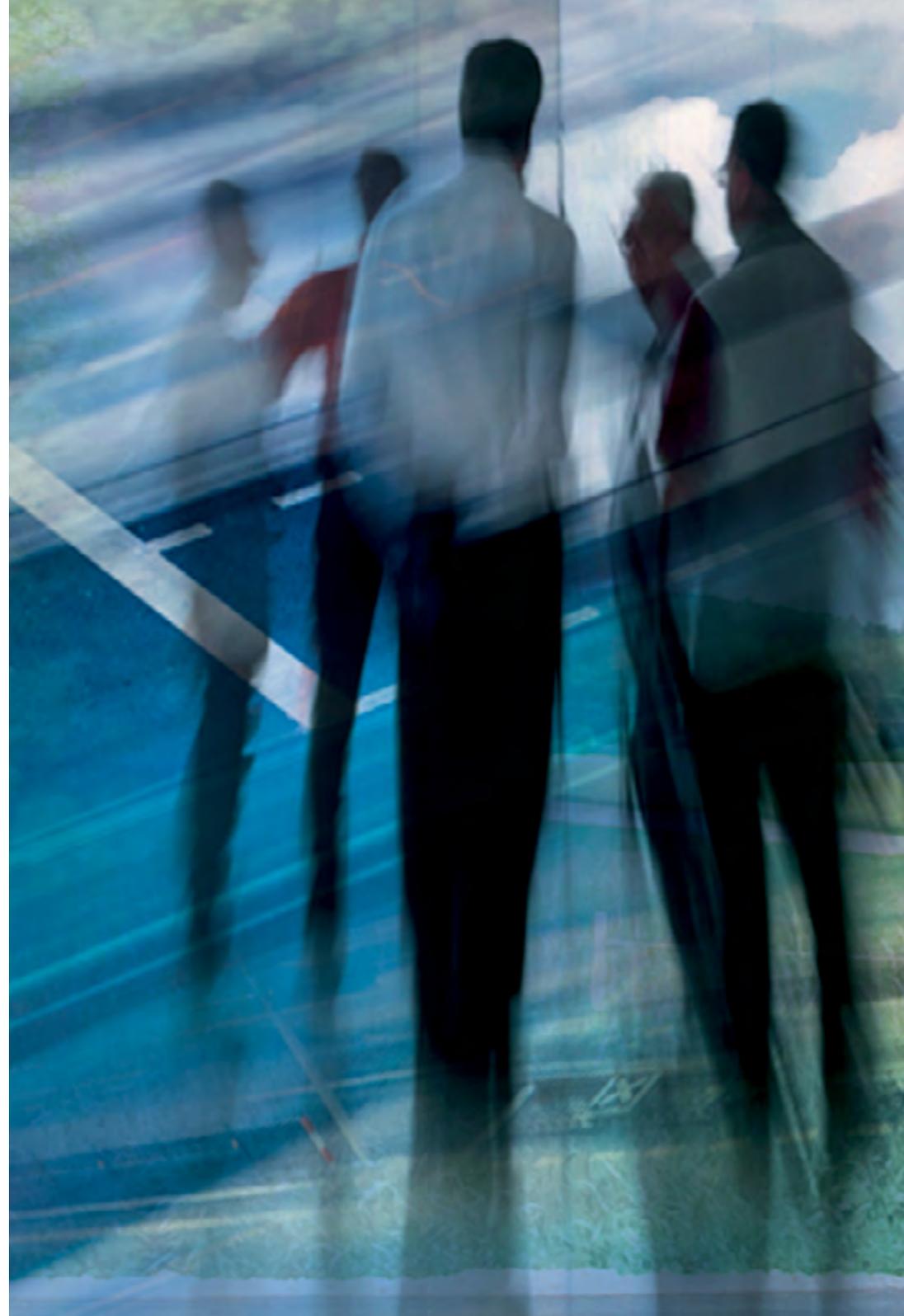
CUSTOMER SUPPORT SERVICES FOR YOU

As part of our ongoing support to centres, OCR's Customer Support Managers are on hand to support you in the administration of our qualifications.

Our highly experienced, friendly and professional Customer Support Managers covering the UK offer you:

- A named point of contact whom you can contact via a direct email and phone number – this means someone is always on hand to answer questions, listen to your opinions and help solve your problems
- One-to-one, bespoke local training on any administrative topics you may find challenging
- An opportunity for you to give us your feedback and for us to tell you what we've done to improve the issues you raise – your views are vital to us as it is only with your input and ideas that we can tailor our service to meet your needs.

You can find out more [here](#).



www.ocr.org.uk

OCR Customer Contact Centre

Vocational qualifications

Telephone 024 76 851509

Facsimile 024 76 851633

Email vocational.qualifications@ocr.org.uk

For staff training purposes and as part of our quality assurance programme your call may be recorded or monitored.

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