

Certificates of Professional Competence for Transport Managers

**OCR Level 3 Certificate of Professional Competence
for Transport Managers (Road Haulage) (VRQ)**

**OCR Level 3 Certificate of Professional Competence
for Transport Managers (Passenger Transport) (VRQ)**

Instructions to Invigilators

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1. Examination Regulations

CPC exams must be conducted according to the JCQ [Instructions for conducting examinations](#) and this document (OCR Instructions to Invigilators).

Where these documents provide conflicting instructions centres must follow the CPC specific regulations, these are:

- Centres **must** make sure their centre is open and appropriately staffed to accept delivery of examination materials. This will not usually require them to be “permanently staffed between 8.30am to 3.30pm during term time” as stated in the JCQ ICE.
- The secure room for the storage of examination materials does not have to be solely assigned to exams. It is the Head of Centre’s responsibility to ensure that the use of the secure room does not compromise the security of the examination materials.
- Although walls, ceilings and the floor of the secure room **must** be solidly constructed, we do not usually require walls which are not solid brick to be reinforced with metal. If the room is not secure, it **must not** be used to store examination materials. OCR inspectors will review secure storage arrangements during centre inspections.
- Small lockable safes, such as those found in hotels, can be used **only** if they meet all other security requirements and are non-portable, ie: fixed securely in place, and can easily accommodate the examination materials (see next bullet).
- The safe/lockable cabinet must be large enough to accommodate the examination materials for each CPC exam session without packages being damaged or folded.
- Alternative sites can be used for CPC exams. All CPC exam venues, whether used for paper-based or on-screen exams, **must** be inspected and approved by OCR **before** they are used as a CPC exam venue (an [inspection fee](#) will be charged for each venue).
- Centres can conduct training in the exam room before or between exams on the day of the exam(s). However, centres **must** provide time for the exam room to be prepared for the exam, during which candidates **must** leave the room. When they return to sit their exam they **must** be under examination conditions as soon as they enter the exam room.
- All candidates **must** be entered for the exam by the test entry deadline for the exam session. Entries **must** indicate the exam venue at which each candidate will sit the exam.
- All candidates, whether taking a paper-based or on-screen exam, **must** complete a candidate identification form before sitting an exam.
- Centres **must** provide OCR with copies of the candidate identification forms.
- Invigilators **must** use the completed candidate identification form and the candidates’ photo ID to verify the candidates’ identity at the exam venue on the day of the exam.
- CPC paper-based exams **must** start at the scheduled time. This is 10am for the morning exams and 1pm for the afternoon exams.
- Any candidate arriving after the start of the exam **must not** be allowed to enter the examination room or sit the examination.
- Question papers **must** remain sealed in their secure packets until 10 minutes before the exam starts when they are opened in the exam room. CPC examination materials are packed per exam venue so there should be no need to open a package before an exam to split the papers.
- Even if they have finished the exam, candidates can only leave the exam room after the appropriate time. This is 1 hour 15 minutes after the start of their multiple choice exam or on-screen test, and only at the end of their case study exam, ie after 2 hours 15 minutes.
- All question papers (used or unused) **must** be returned to OCR (multiple choice) or the OCR examiner (case study). The question papers remain as ‘live’ examination materials until they are published on the OCR website. This means that centre staff (including invigilators) **must not** read/review the content of any question paper/on-screen test. Questions and/or candidate scripts **must never** be copied or photographed.

2. Preparation for the Examination

Invigilators have a key role in upholding the integrity of these examinations

The role is to ensure the examination is conducted according to the appropriate regulations in order to:

- Ensure all candidates have an equal opportunity to demonstrate their ability
- Ensure the security of the examination
- Prevent candidate malpractice
- Prevent possible administrative failures

An invigilator must be appointed for each examination. There must be at least one invigilator to every 30 candidates for paper based exams, and one invigilator to every 20 candidates for computer based on-screen tests. If candidates are split between rooms each room must have a separate invigilator at the required ratio.

The Examinations Officer or Head of Centre may act as invigilator, or appoint other suitable people. It is the responsibility of the Head of Centre to ensure that the invigilator is fully briefed on the invigilation procedures.

Tutors who have taught the unit being tested **must not** act as the sole invigilator at any time during that examination, even if they have not taught the candidates sitting the exam they are invigilating.

In good time before the day of the examination, all invigilators must be fully familiar with this document (OCR's Instructions to Invigilators) and the [JCQ Instructions for Conducting Examinations](#) document.

The invigilator must conduct the examinations in accordance with the arrangements set out as follows:

- Instructions regarding centre display of posters, etc., remain in force. Centres may not display, prior to or during the examination, any reference material of any sort which relates to the content of the examination or may assist the candidate during the exam. For example, it is not acceptable for centres to write handwritten notes on a white board, nor to display centre - or commercially-produced materials in the examination room.
- As invigilator, you must arrive at the centre at least 30 minutes before the starting time of the examination and collect from the Examinations Officer, or Head of Centre, the sealed pack of examination papers/answer sheets, the invigilation certificate, attendance list and a copy of these instructions. You must be in the examination room at least 20 minutes before the start of the examination.
- You must give your entire attention to the work of the invigilation and must not bring into the examination room any books, papers, etc. other than those relating to the conduct of the examination.
- Whilst strict supervision of candidates and examination materials must be maintained at all times, you must take care not to worry candidates unduly, or to hinder them in their work.
- You must ensure that the examination room arrangements conform to OCR and JCQ's requirements.
- About 15 minutes before the examination is due to start, when you are satisfied that everything is ready and in good time to complete the examination preliminaries, the candidates should be admitted to the examination room. This should allow sufficient time to:
 - read out the instructions to candidates
 - carry out centre security procedures
 - check that all candidate names appear on the attendance list.

- No-one else is to enter the room without the permission of the Examinations Officer or Head of Centre, other than authorised representatives of OCR, or of Ofqual.
- Ensure that candidates leave any bags or unauthorised belongings in your care, e.g. at the front of the room.
- No items are to be given to candidates other than those specified in the instructions at the front of the paper.
- If candidates require extra paper for calculations/working out this should be blank paper provided by the centre.
- For paper based examinations - about 10 minutes before the start of the examination, once all the candidates are seated, open the sealed pack of examination papers in front of the candidates. Place the appropriate named answer sheet/case study booklet on each candidate's desk. Ask the candidates to check the front of the answer sheets/case study booklet to ensure they have the correct papers.
- Immediately before the start of the examination, read the relevant **OCR Instructions to Candidates** (see pages 7 -12 of this document) aloud to the candidates and place the appropriate question paper on each candidate's desk
- At the prescribed time, tell the candidates to either start the test or open their examination papers and start work on the examination and tell them the time at which it will finish. Write this time on the board and ensure that a clock displaying the correct time is visible to all candidates.
- Any candidate arriving after the commencement of the examination must not be allowed to enter the examination room or sit the examination.
- Throughout the examination an additional invigilator, or other authorised person, must be within immediate reach of all invigilators in all examination rooms, in case of emergency (e.g. if a candidate is taken ill).
- When only one invigilator is present, he/she must be able to summon assistance easily, without leaving the examination room and without disturbing the candidates. Centres are advised that there are a variety of acceptable ways to meet this requirement, including the use of a mobile phone or two-way radio. Mobile phones are only permitted in the examination room for this purpose. Any mobile phone used in this context should be switched off to prevent any incoming calls or messages which may disturb candidates. A mobile phone should only be switched on and used if there is a need to summon assistance. Where a number of examination rooms open off the same corridor, it may be possible to have a person stationed in the corridor to give or to summon assistance.
- All premises used for the examination must be open to inspection by OCR. Inspectors appointed by OCR may visit examination centres, without prior notice, before the scheduled examination time, or any time when OCR examinations are in progress. They will identify themselves on arrival with proof of identification and will ask to see the person in charge.
- During the visit, the inspector must be given access to the rooms where the examinations are being held.

3. Checks – All units

As the invigilator, you must check that:

- all names of candidates present appear on the attendance list
- the identity of candidates taking OCR examinations has been verified and you must be satisfied that the candidate actually taking the examination is the one whose name has been submitted to OCR. The candidate identification form must have been completed by the candidate before sitting the exam and the invigilator must use these to identify each candidate
- the candidates do not have any unauthorised materials and/or items in their possession (such as electronic and data storage devices including smartwatches)

- candidates take into the examination room only those items and/or materials which are expressly permitted in the instructions on the front page of the question paper. Any pencil cases taken into the examination room must be transparent
- possession of unauthorised items is an infringement of the regulations and could result in disqualification from the current examination
- the question paper and answer book packs have not been opened or tampered with
- calculators are non-programmable
- seating is at least 1.25 metres apart
- all electronic and data storage devices including smartwatches are turned off and handed in (except for approved calculators)
- wristwatches are removed and placed on desks
- the examination room is free of any notices that could assist the candidates in answering the questions
- the time on the clock is correct.
- a seating plan is drawn up noting where each candidate is seated during the exam.

4. Instructions to be read out to the candidates - R1 (05680) and P1 (05677) multiple choice papers and on-screen tests

The following bulleted instructions for either on screen tested examinations or paper based examinations should be read out to candidates by the invigilator starting immediately before the examinations for units R1 (05680) and P1 (05677). Instructions for the invigilator only, which do not need to be read out to candidates, are not bulleted and are in bold and italic font in brackets.

On-screen tests

(Before the start of the examination)

- You must hand in to me any books, notes or blank scribbling paper you have in your possession. Please ensure that all electronic and data storage devices have been turned off and handed in. This is your last opportunity to hand these in without penalty. Failure to do so may lead to disqualification.
- If you are wearing a wristwatch please remove it and place it on your desk.

(Collect all such items and check wristwatches have been removed before continuing with the instructions)

- In the unlikely event of the fire alarm going off, please stay seated and wait for instructions
- Check that your chair and screen are comfortably positioned – adjust if necessary
- The answers you submit must be entirely your own work, without assistance from any other person or materials other than:
 - a non-programmable calculator
 - a dictionary including an English/mother tongue dictionary.
- If you require any paper for calculations or working out please put up your hand and I will provide this to you. This must be handed in before you leave the exam room.
- You must not speak to one another until the examination is completed. If you wish to ask a question, please hold up your hand. No query on the meaning of an examination question may be asked or answered.
 - Candidates are allowed to leave the exam room after 1 hour 15 minutes.
 - Candidates who are leaving the examination room early must close down the test before they leave.
 - Candidates who are leaving must not communicate with candidates still completing the exam
 - Candidates must leave the room quietly and ensure they do not disturb other candidates.
 - Candidates who remain in the room must not, during the exam, communicate with candidates who have left.
 - Candidates must not return to the exam room once they have left.
- I will inform you when an hour and 15 minutes has elapsed and candidates, who wish to may leave the examination at this point. I will not inform you of any other time remaining so please ensure you are aware of the time you have left to complete the exam.
- The test duration is shown at the top of the screen and you will receive on-screen warnings advising you of the time you have left at 15 and 5 minutes before the end of the test.

- Time allowed to complete this test is 2 hours.
- The test will close automatically when 2 hours have elapsed
- Before the examination starts, check that your name and the subject, unit and level of the test on the screen is correct

(Allow time for candidates to check these details)

- If you complete the test before the time runs out, you can use the time to check the answers that you have made
- If you do not complete the test before the time runs out, the answers to all the question you have answered will be saved and will still be marked
- Read the instructions on the instruction screen but do not start the test until I tell you
- Once you click on the Start Test button the test will begin

(At the time specified for the start of the examination)

- You may start now

(When one hour 15 minutes has elapsed)

- If you wish you may now leave the examination. Please close down the test but remain seated and raise your hand to indicate you wish to leave the examination

(Check that each candidate who wishes to leave the examination has closed the test and handed in any calculation/working out or notes they have made during the exam, before allowing them to leave quietly)

(At the end of the examination)

- Your test should have now closed. Please ensure you hand in any paper you have used for notes, calculation/working out before you leave the room.

(paper handed in with notes calculations/working out must be destroyed as confidential waste)

Paper based examinations

(Before the start of the examination)

- You must hand in to me any books, notes or blank scribbling paper you have in your possession. Please ensure that all electronic and data storage devices have been turned off and handed in. This is your last opportunity to hand these in without penalty. Failure to do so may lead to disqualification.
- If you are wearing a wristwatch please remove it and place it on your desk.

(Collect all such items and check wristwatches have been removed before continuing with the instructions)

- The answer sheets must be completed using a pen with black or blue ink.
- The answers you submit must be entirely your own work, without assistance from any other person or materials other than:
 - a non-programmable calculator
 - a dictionary including an English/mother tongue dictionary.
- You should use the blank pages provided in your question paper for calculations or working out. If you require any extra paper please put up your hand and I will provide this to you. This must be handed in before you leave the exam room.
- You must not speak to one another until the examination is completed and answer sheets have been collected. If you wish to ask a question, please hold up your hand. No query on the meaning of an examination question may be asked or answered.
 - Candidates are allowed to leave the exam room after 1 hour 15 minutes.
 - Candidates must leave the room quietly and ensure they do not disturb other candidates.
 - Candidates who are leaving must not communicate with candidates still completing the exam
 - Candidates who remain in the room must not, during the exam, communicate with candidates who have left.
 - Candidates who have been allowed to leave the examination room early must hand in their question paper and answer sheet before they leave.
 - Candidates must not return to the exam room once they have left.
- I will inform you when an hour and 15 minutes have elapsed and candidates, who wish to, may leave the examination at this point.
- I will not inform you of any other time remaining so please ensure you are aware of the time you have left to complete the exam.
- When I have called the examination finish time, you must stop work and remain seated until all of the question papers and answer sheets have been collected. Papers not handed in at the close of the examination cannot be accepted later.
- Time allowed:
 - R1 Certificate of Professional Competence (Road Haulage) multiple choice
10.00 am - 12.00 pm
 - P1 Certificate of Professional Competence (Passenger Transport) multiple choice
10.00 am - 12.00 pm

(Ensure that details of any erratum notices are brought to the notice of candidates (the invigilator must not give any information to candidates about suspected errors in the question paper unless an erratum notice has been received))

(Ensure that the candidates have their own personalised answer sheet for the unit)

- Before the examination starts, check that your personal details printed on the answer sheet are correct. If they are not, you must advise me.

(Allow time for candidates to check their personal details)

- Now sign your name on the line provided at the bottom of your answer sheet. It is important that your entire signature is on the line.
- You must use the answer sheet provided. Do not fold this answer sheet.
- I am now going to distribute the question papers. Do not open the question paper until you are told to do so.

(Distribute the question papers)

- You should now read the instructions on the front of the question paper.

(At the time specified for the start of the examination)

- You may now open your question paper and start the examination.

(When one hour 15 minutes has elapsed)

- If you have finished you may leave the examination. Please ensure that you have signed your answer sheet in the area provided. Failure to do this may result in your paper being invalidated.
- Please hand in your question paper and answer sheet, and any extra paper provided for calculations/working out. If you fail to hand in your question paper and answer sheet at this time, it cannot be accepted later.

(At the end of the examination)

- You must now stop writing. Please ensure that you have signed your answer sheet in the area provided. Failure to do this may result in your paper being invalidated.
- Your question paper and answer sheet and any extra paper provided for calculations/working out will now be collected. If you fail to hand in your answer sheet at this time, it cannot be accepted later.

(Collect all question papers and answer sheets and any paper used for calculations/working out or notes)

(Paper handed in with notes calculations/working out must be destroyed as confidential waste)

5. Instructions to be read out to the candidates R2 (05689) and P2 (05678) case study papers

The following bulleted instructions should be read out to candidates by the invigilator, starting immediately before the examinations for units R2 (05689) and P2 (05678). Instructions for the invigilator only, which do not need to be read out to candidates, are not bulleted and are in bold and italic font in brackets.

(Before the start of the examination)

- You must hand to me any blank scribbling paper you have in your possession. Please ensure that all electronic and data storage devices have been turned off and handed in. This is your last opportunity to hand these in without penalty. Failure to do so may lead to disqualification.
- If you are wearing a wristwatch please remove it and place it on your desk.

(Collect all such items and check wristwatches have been removed before continuing with the instructions)

- The question papers must be completed using a pen with black or blue ink.
- The answers you submit must be entirely your own work, without assistance from any other person or materials other than:
 - a non-programmable calculator
 - a dictionary including an English/mother tongue dictionary.
 - any handwritten or printed notes that you have brought with you into the examination
- Write all your answers and calculations/working out in the question paper booklet. There is additional paper at the back of this booklet. If you run out of space please put up your hand and I will provide you with blank paper. This must be handed in with your question paper booklet.
- You must not speak to one another until the examination is completed and question papers have been collected. If you wish to ask a question, please hold up your hand. No query on the meaning of an examination question may be asked or answered.
- You will not be allowed to leave the examination room until the finish time for this examination, as stated on the front of the question paper.
- I will inform you when the examination finishes. I will not inform you during the examination of any time remaining so please ensure you are aware of the time you have left to complete the exam.
- When I have called the examination finish time, you must stop work and remain seated until all of the question papers have been collected. Papers not handed in at the close of the examination cannot be accepted later.
- Time allowed:
 - R2 Certificate of Professional Competence (Road Haulage) case study
13.00 – 15.15 pm
 - P2 Certificate of Professional Competence (Passenger Transport) case study
13.00 – 15.15 pm
- I am now going to distribute the question papers. Do not open the question paper until you are told to do so.

(Distribute the question papers)

- You should now read the instructions on the front of the question paper.
- Fill in, very clearly, the details required on the front of the question paper. If you are not sure how to complete the question paper please ask me for instructions.
- Remember you must use a pen with black or blue ink only.

(Ensure that details of any erratum notices are brought to the notice of candidates (the invigilator must not give any information to candidates about suspected errors in the question paper unless an erratum notice has been received))

- All breaches of regulations will be reported to OCR and could result in disqualification.

(At the time specified for the start of the examination)

- You may now open your question paper and start the examination.

(At the end of the examination)

- You must now stop writing. Your question paper will now be collected. If you fail to hand in your question paper at this time, it cannot be accepted later.
- You must submit your examination material in accordance with the instructions provided.

(Collect all question papers)

6. During the examination

As invigilator you must:

- watch the candidates during the entire examination and ensure that OCR and JCQ's regulations are observed.
- avoid disturbing or embarrassing candidates by unnecessarily moving about, looking at their work, talking to them or distracting them in any other way.

7. Leaving the examination room

- Candidates are only permitted to leave the examination room **temporarily**, but they must be accompanied by a member of staff. Such candidates may be allowed extra time to compensate for their temporary absence. (Candidates remaining in the room must be supervised at all times).
- Unless a candidate is sitting the R1 or P1 examination, they **are not** allowed to leave the examination room early.
- No question paper may be removed by any person from the examination room. CPC question papers (used or unused) **must** be returned to OCR by the centre after the examination.

8. Emergencies

You must take the following action in the event of an emergency such as a fire alarm or bomb alert:

- evacuate the examination room in accordance with the instructions given by the appropriate authority or Head of Centre
- ensure that all question papers and scripts are left in the examination room
- ensure that the candidates are supervised as closely as possible whilst they are out of the examination room so as to ensure there is no collusion
- note the time and duration of the interruption
- allow the candidates the full working time prescribed for the examination
- in the event of there being only a small number of candidates, consideration should be given to the possibility of taking the candidates, with question papers and scripts, to another place in order to complete the examination
- produce a full report of the incident and of the action taken for direct submission to Operations at OCR, Coventry, not to the Examiner. Contact OCR on 02476851509

9. At the end of the examination

Arrangements must be made for all scripts and question papers to be collected and checked to ensure that all are present, and that candidates have used their correct centre and candidate numbers. Centres are advised to ensure that all scripts are collected before candidates are allowed to leave the examination room.

Candidates may be allowed to leave the examination room once all the candidates' scripts and question papers have been collected. Candidate scripts not handed in at the close of the examination cannot be accepted later.

10. Reporting suspected malpractice/breach of regulations

Wherever practicable, the invigilator should remove and retain any unauthorised material discovered in the possession of a candidate during the examination.

The Head of Centre¹ must report all cases of suspected malpractice/breach of regulations in connection with the examination, including by invigilators, as soon as possible to OCR. A JCQ Report of Suspected Malpractice form (JCQ/M1 for candidate malpractice and JCQ/M2 for staff malpractice/maladministration), which is available to download from the [JCQ website](#), should be completed and emailed to malpractice@ocr.org.uk. When asked to do so by OCR, Heads of Centres are required to investigate instances of malpractice promptly, and report the outcomes to OCR.

If candidates commit malpractice, OCR may decide to penalise or disqualify them. For more details, please see the JCQ document [Suspected Malpractice in Examinations and Assessments](#).

11. Completing the invigilation certificate and returning scripts and question papers to OCR

Please follow the instructions detailed on the invigilation certificate, ensuring that all the fields are completed.

Please ensure that all scripts and examination material (including all used and unused question papers), as outlined on [OCR's website](#), are dispatched to OCR (Multiple Choice) or your OCR examiner (Case Study) as soon as possible after the end of the exam session. If examination material cannot be despatched on the same day it must be stored in the centre's approved secure storage until despatch (please refer to the JCQ Instructions for Conducting Examinations).

The completed seating plan must be retained in the centre with a copy of the invigilation report until the deadline for enquiries about results has passed – 3 months from the receipt of results, or until any appeal, malpractice or other results enquiry has been completed, whichever is later.

¹ *The Head of Centre is defined as the most senior officer in the organisation, directly responsible for the delivery of OCR qualifications, e.g. the Principal of a College, the Managing Director of a Private Training Provider or the Group Training Manager of a major company