



NPORS ACCREDITED
ONLINE TEST CENTRE
(OTC)

NPORS | 2023 | V1

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ONLINE TEST CENTRE (OTC)

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Introduction

This document has been produced to ensure Online Test Centres and invigilators understand the requirements to conduct NPORS HS&E Tests. By joining as an OTC with a registered invigilator, you are able to conduct HS&E tests when it suits you and the candidate.

As an OTC and invigilator there is a responsibility to ensure that the centre requirements are met and candidates are testing under exam conditions with the invigilator present at all times. As a registered OTC with NPORS you are able to conduct all HS&E tests available under NPORS, as stated under 2.0 of the OTC Policy Document.

Please ensure you fully read and understand the information stated in this document and all other NPORS Policies and Procedures.

All HS&E Tests are conducted by a registered OTC on behalf of NPORS.

If you are a registered NPORS Training Provider and an OTC, visits cannot be combined together, they are separate entities.

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1.0 How to become an OTC

1. Complete the relevant online application and submit to NPORS for an initial desktop review.
2. Undergo a site audit. This audit will be conducted by a member of the NPORS Quality Assurance team and will assess the suitability of the proposed testing facilities and accommodation against the requirements set out in the application criteria. Where facilities etc., do not meet the requirements, a non-conformance will be raised, and a further audit will be required once any corrective actions have been made.
3. Each OTC must nominate at least one member of staff to act as an invigilator. Invigilators will be required to sign a declaration to show understanding of their and the OTC requirements. The invigilator will also be required to attend a training day in order to be eligible to book, notify and invigilate any tests. Photographic I.D. for all invigilators will be required and will be checked at audit.

2.0 OTC's will be able to deliver the following HS&E Tests:

1. HS&E Test for Operatives
2. HS&E Specialist Test for Supervisors
3. HS&E Specialist Test Demolition
4. HS&E Test for Managers and Professionals

NPORS Online Health, Safety & Environment Tests relate to NPORS products only.

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3.0 The HS&E Test

All HS&E tests have 50 multiple choice questions. Within the 50 questions there are sections to test the candidate's knowledge of health, safety and environment as well as questions relating to sustainability and environmentally safe working practices. The time permitted for each test is 45 minutes.

4.0 General Requirements for an OTC

The OTC requirements shall apply to the test centre and testing room specified in the application. Tests are not permitted to be delivered at any premises or test room other than those approved by NPORS. If additional locations are required, an application must be made to NPORS at least 30 days prior to the required date in order to allow NPORS time to conduct a site audit. No tests may be conducted at the new location until approval has been received from NPORS.

The OTC will provide individual secure lockers for each Candidate's belongings. The lockers must be separate from the Test Room and at least one locker per Test Station must be available. Lockers are to be used by Candidates to store personal belongings (e.g., mobile phones, wallets, handbags) before entering the test room. They must retain the key until the Test has been completed.

Additional Requirements

The OTC will have to be registered with the Information Commissioner's Office (ICO) and will also have a policy in place for CCTV use. Please follow www.ico.org.uk for further information.

- The OTC must provide Public Liability, Employers Liability and Professional Indemnity Insurance
- Health & Safety Policy
- Equal Opportunities Policy
- CCTV Policy
- Equality and Diversity Policy,
- GDPR Policy or statement
- Malpractice Policy as stated in section 15.0

First Aid and Welfare Facilities

Please refer to NPORS Training Provider / Instructor Quality Assurance Policies and Procedures document and Training Provider Accreditation Agreement for details of first aid and welfare requirements.

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5.0 CCTV

OTC's must have CCTV installed and operated in accordance with the following requirements:

The CCTV must cover the following areas:

The candidate registration area, this includes where candidate photographs are taken on arrival. CCTV in this area does not require audio recordings. The registration area will be separate from the test room area.

The test room – at least one camera covering the whole test room. All candidates and the invigilator must be covered by the CCTV both video and audio. Where one camera is not sufficient to provide full coverage of the invigilator and all candidates at each test station extra cameras must be installed.

N.B. This does not mean that one camera is required at each test station.

CCTV requirements are mandatory and will be fully checked by NPORS at audit and thereafter to ensure compliance. CCTV must ensure that there are no blind spots in the candidate registration area or the test room.

- CCTV signage must be prominently displayed at the OTC to ensure that those who enter the OTC are aware that CCTV is in operation.
- The CCTV system must be capable of recording both video and audio. The sound can be recorded by external or internal microphones connected to the CCTV. However, video and sound must be synchronised
- The CCTV must give clear images. It is the responsibility of the OTC to ensure that this is the case.
- CCTV footage must be retained for 30 days and should be stored for this duration by any of the following methods: cloud storage, local hard drive, DVR. Whichever method is used by the OTC the footage must be accessible and retrievable should it be requested by NPORS for quality assurance, audit, investigation purposes.

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6.0 Test Room Requirements

Though the test room may be used for alternative purposes when no tests are scheduled, the equipment and furniture must remain set as if to accommodate tests taking place. The room layout must be in a format that allows the test Invigilator to clearly see all candidates from the test Invigilators desk. There must be no literature or any information visible in the test room that may assist candidates in any way while taking their tests The invigilator will provide a centre induction to the learner covering all emergency procedures.

Workstations must be at least 1.25m apart. They must be separated by barriers that have sufficient height and length so as to completely block visibility of adjacent workstations or candidates. (Barriers must have a minimum 60cm height from the top of the desk and must be long enough to ensure no eye contact can be made between candidates).

Have adequate lighting, ventilation, free of noise and be of a reasonable temperature during the delivery of Tests.

All workstations must be set up along the perimeter walls of the test room and must ensure that all candidates will sit facing the wall behind their workstation.

NPORS understand that the room could be used for other training needs, however the layout of the computer set up must remain as per what is agreed on the initial site audit. Any changes to the site must be approved by NPORS which could result in a new site audit.

7.0 Auditing OTC and Maintaining OTC status

All OTC centres must have an initial visit to ensure criteria has been met before becoming registered. As part of the criteria the invigilator will be required to be present on the day of the initial audit.

As part of the on-going registration with NPORS, centres will require an annual audit visit and subscription. The audit must take place before the expiry date is due and will be arranged with an NPORS Auditor. If at any point any changes are made to the centre, it must be notified to NPORS immediately, it is at the discretion of NPORS if a new visit is required to approve the change.

Please see NPORS Monitoring and Auditing section of the Training Provider Quality Assurance Policies and Procedures.

All auditing will be carried out by a member of NPORS Quality Assurance Team.

A member of NPORS Quality Assurance team can complete Adhoc visits at anytime based on the notification bookings made by the OTC.

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8.0 Accounts:

All registered centres once approved are required to pay money on to their account. The finances will only be used when the registered OTC have booked a candidate in for their test on a registered notification.

Each test is a cost of £10.00 + VAT – charged to the centre at time of booking.

It is the responsibility of the OTC to collect any monies owed from the candidate, NPORS will only charge you as an OTC for the booking. Please note, NPORS recommend OTC's charge a maximum of £25.00 +VAT.

9.0 Notifying the test

All tests must be notified to NPORS at least 48hrs before the start time is due.

Same day or walk-in tests are not permitted. If the test is required to be cancelled or amended at any point this must be notified immediately.

It is the responsibility of the invigilator to take bookings from candidates. Their responsibility for the booking is to collate the following:

- Candidates full name
- Candidates date of birth
- Candidates contact number
- Candidates email address
- Candidates test requirement (OPS / SUP / MAPS / DEM)
- Any additional requirements

If a candidate requests any support with reading or writing, the invigilator can do so on a one to one basis in the training room, there must be no other candidates present. The invigilator can read the questions to the candidate but the candidate must then select the answer, the invigilator cannot complete the answer for the candidate.

Reader or Reader-recorder - A reader is a person who will read the test questions and possible answers to you and a reader-recorder is a person who will read the test questions and possible answers to you and record the answers as you provide them.

It is recommended to request the candidate to arrive at the centre 15 minutes prior to the test to enable the invigilator to check the candidate's identification and take a photograph of the candidate.

All Candidates will then be informed of the OTC emergency procedures and testing rules by the invigilator prior entering the test room (please refer to page 10).

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9.0 Notifying the test (Cont)

9.1 Cancelling a notified test

If a test is cancelled under 48hrs before the start time, the fee is non-refundable. Any cancellations must be made to NPORS immediately. This can be done by logging in to myNPORS online portal.

9.2 Amending a notification

If the candidate does not arrive at the centre before the agreed start time, the invigilator must visit myNPORS to extend the designated start time.

9.3 – Test time has not started

In the result of a test not starting at the designated time, the notification will become inactive 15 mins after the time is due to begin, fee is non-refundable.

All candidate bookings must be made within OTC login area at myNPORS.

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10.0 Invigilator Code of Conduct

To become an invigilator the individual must complete and sign the form P48 (ADD).

To register as an individual, you must not have been suspended or had your accreditation terminated from any scheme or have been implicated in malpractice or fraudulent practice. All Invigilators must be present on the day of the centre initial visit. If you wish to register further invigilators upon successful joining, the invigilator will be required to attend a remote visit where a fee will be incurred.

See NPORS Fee List.

The invigilator is responsible to ensure they inform the candidate of the agreed date and time of the course, booking confirmation will be sent to both the invigilator and candidate. On the day of test, the invigilator must be present at all time of the test and as per the times set out on the booking that has been notified.

The invigilator must be an assigned contact registered on NPORS database and must have a full understanding of NPORS policies and procedures.

The invigilator on the day of test will be required to check the candidates Identification, take the candidates photograph and upload the image on to the registration before the candidate begins the test.

Please note, invigilators cannot commence delivering of tests until the individual has received confirmation from NPORS in writing that they are registered. This will be received via an email.

10.1 – Potential Impersonation

If the candidate fails a check and the invigilator suspects the candidate is not genuine the test cannot go ahead and the invigilator is required to keep evidence which can include the photograph of the candidate and a copy of the identification that has been checked. All cases must be reported to NPORS.

10.2 – CCTV Request

The invigilator must respond to NPORS within 2 working days upon request of CCTV footage. Failure to comply within the timescale will result in suspension of the OTC.

10.3 – Code of conduct

As an invigilator, NPORS expect a code of conduct to be maintained at all times and will be expected to conduct themselves with integrity, impartiality and honesty towards all candidates and processes. In particular the **NPORS Code of Professional Conduct** expresses the principles that the scheme requires its Accredited Training Providers, Online Test Centres, Instructors and Invigilators to adopt in the execution of their professional duties as follows:

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10.0 Invigilator Code of Conduct (Cont)

NPORS Training Providers and Online Test Centres will:

- Demonstrate leadership and commitment in relation to maintaining and continually improving standards of safety and quality in training:
- Conduct themselves with fairness when dealing with others and not engage in acts of racial or other forms of discrimination whatsoever:
- Assist colleagues and co-workers in their professional development and support them in following this **Code of Professional Conduct:**
- Seek to avoid real or perceived conflicts of interest whenever possible, and where such circumstances arise, reveal the fact to all those who may be affected:
- Ensure that their professional competence, and that of their staff, instructors, and invigilators, is maintained and developed to meet the requirements of safety legislation and the demands of best practice:
- Only undertake tasks within the NPORS Scheme in areas where they are competent and can practise in a prudent and diligent manner, and which they are approved by NPORS to carry out:
- Comply with applicable legislation and ensure that Invigilators comply:
- Where relevant, inform the appropriate authority of any illegal or unethical safety or training related behaviour:
- Comply with **NPORS** requirements:
- Not knowingly bring **NPORS** and other **NPORS Registered Training Providers, Online Test Centres, Instructors or Invigilators** into disrepute.

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11.0 – Candidate

The candidate on the day must provide valid photographic identification (i.e., Passport, Photo card driving licence etc) which has to be checked by the invigilator, photocopies of the ID will not be accepted.

A copy of the identification is required to be held by the OTC. Candidate must be minimum of 16 years of age. On the day of test, the candidate photograph will be taken and uploaded as part of the entry criteria for the HS&E test.

Breach of testing rules.

All Candidates must be informed of the testing rules before being admitted to their Test. If at any point during the Test the Candidate is witnessed breaching the testing rules, the Test Invigilator must discreetly stop the test and quietly ask the Candidate to step into the waiting area. The Candidate must not be permitted to re-enter the test room and an incident report must be raised.

NB. If the candidate cannot provide photographic ID, they will not be allowed to undertake the test.

- Successful candidate – confirmation pass letter will be emailed to the address provided. NPORS will not take any further action on any registration, it is the candidate's responsibility to apply for the relevant registration if required.
- Unsuccessful candidate – confirmation fail letter will be emailed to the address provided. It is the candidate's responsibility to re-book a new HS&E test if required to do so.

If a candidate leaves the test prior to finishing, they cannot re-enter the testing room.

Statement To be provided to the Candidate to read before the test starts. If additional help is needed by the candidate the Invigilator can read this information to the candidate.

Please review the following Test rules and ask the Test Invigilator if you have any questions.

- I have read the emergency notices displayed around the OTC. In the unlikely event of an emergency, where an evacuation of the premises is required, I will follow the directions of staff in a calm and orderly manner.
- I will not take personal items into the Test Room, including but not limited to mobile phones, hand held computers or other electronic devices, personal headphones, watches, wallets, purses, hats (and other head coverings, excluding religious headwear), bags, coats, books and notes. I will store these items in the individual secure locker provided by the Test Invigilator.
- Mobile phones and other electronic devices must be turned off before placing them in the designated secure locker.

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- **11.0 – Candidate** (Cont)

- The OTC is not responsible for lost, stolen or misplaced personal items.
- The Test Invigilator will log me in to my assigned workstation, verify that I am taking the intended Test, and start the Test. I will sit in my assigned seat until escorted out by a Test Invigilator.
- I understand that eating, drinking, smoking, chewing gum and making noise that creates a disturbance for other Candidates are prohibited during the Test.
- The Test Invigilator will monitor me continuously while I take my Test. The session will be recorded on CCTV or otherwise recorded for security or other purposes.
- There are no breaks during the Test. If for any reason I need to take an unscheduled break at any time during the Test, I understand that the Test timer will not stop while I take the unscheduled break. I will take my identification with me when I leave the room, and this will be inspected before I re-enter the Test Room. I understand that, while taking an unscheduled break, I will not be permitted to leave the OTC or access my stored personal belongings, except for medication required at a certain time, with the approval of the Test Invigilator.
- If I experience problems that affect my ability to take the Test, I will notify the Test Invigilator immediately by remaining seated and raising my arm.
- The Test Administrator cannot answer questions related to Test content. If I have questions of this nature, I will contact NPORS after I leave the OTC
- I will not remove copies of Test questions and answers from the OTC, and I will not share or discuss the questions or answers seen in my Test with other Candidates.
- After the Test ends, the Test Invigilator will come to my Test Station and make sure my Test has ended properly.
- After I have left the Test Room, I will be provided with an email containing notification of a pass or a failure letter. Your privacy: Your Test result and ID photograph will be encrypted and transmitted to NPORS.

For more information contact NPORS 01606 351240 - info@npors.com

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12.0 – Revision material

NPORS provide all HS&E revision material free of charge, the revision documents can be found at npors.com – under the downloads section.

13.0 – Withdrawal of OTC Accreditation

If at any point an OTC is not following NPORS Policies and Procedures, NPORS reserve the right to withdraw the OTC Accreditation.

If at any point the OTC wish to withdraw their accreditation with NPORS, notice must be given in writing. All testing must be completed before the withdrawal takes place and provisions to store records for a period of one year after must be retained.

14.0 – Emergency

Candidates must be aware prior to the test if at any point testing has to be stopped due to an emergency on site which disrupts the candidates, the tests will stop and be deemed invalid.

15.0 – Malpractice

Malpractice is a deliberate, reckless act of an individual to dishonestly assist candidates to pass a HS&E, or to gain an achievement through fraud or deception. You are required to have a policy in place for preventing malpractice in the OTC, this will include how the OTC will handle such case. As an OTC, you must report all cases of malpractice if identified to info@npors.com OTC must report any approach from an individual(s) offering incentives for invigilators to assist with the HS&E test. If any malpractice is not reported, or fail to co-operate with NPORS at any stage of a malpractice investigation, it will result in a suspension of the OTC.

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Invigilator Agreement

OTC Name

Print

OTC Centre Number

Date 01 / 01 / 2023

Name of Invigilator

Position at OTC

I as the registered invigilator for the above-named OTC, understand and agree to adhere to all NPORS Policies, Procedures and understand my responsibilities as an invigilator. I have received training from the NPORS highlighting my roles and responsibilities as the NPORS OTC Invigilator as well as a copy of the NPORS Professional Code of Conduct for my reference.

I intend to conduct myself in a professional manner and agree to be bound by the requirements of the **NPORS Professional Code of Conduct, NPORS Training Provider / Instructor Quality Assurance Policies and Procedures, NPORS Training Provider Accreditation Agreement** when carrying out any duties under the NPORS Scheme.

Signed

*This form may be photocopied where more than one Invigilator is being registered by an OTC.



SUPPORT AND STANDARDS YOU CAN COUNT ON



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