

OPC assessment

UK price guide



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CUSTOMER SERVICE SERIES

Materials	Re-useable	Pack of 1	Pack of 5	Pack of 20
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Customer Service Personality Questionnaire (CSPQ)

Reference Manual	Yes	£61		
Administration Instructions	Yes	£12		
Scoring Key	Yes	£17		
Question Booklet	Yes		£36	£138
Answer Booklet	No		£15	£50
Profile Form	No		£12	£40

Customer Service Verbal Test (CSVT)

Reference Manual	Yes	£64		
Administration Instructions	Yes	£10		
Scoring Key	Yes	£14		
Question Booklet	Yes		£40	£137
Answer Booklet	No		£12	£40
Profile Form	No		£9	£29
Practice Leaflet	No		£9	£29

Customer Service Numerical Test (CSNT)

Reference Manual	Yes	£64		
Administration Instructions	Yes	£10		
Scoring Key	Yes	£14		
Question Booklet	Yes		£33	£131
Reference Sheet	Yes		£10	£34
Answer Booklet	No		£12	£40
Profile Form	No		£9	£29
Practice Leaflet	No		£9	£29

Customer Service Telephone Role Play Exercises A and B (CSRP TA/TB)

Reference Manual	Yes	£122		
Administration Instructions A <u>or</u> B	Yes	£12		
Candidate Brief A & B	No		£15	£50
Supplementary Information Sheet B	No		£12	£40
Assessor Role Play & Note Taking Form A <u>or</u> B	No		£15	£50
Assessor Rating Form A <u>or</u> B	No		£15	£50

Customer Service Face-to-Face Role Play Exercises A and B (CSRP FA/FB)

Reference Manual	Yes	£122		
Administration Instructions A <u>or</u> B	Yes	£12		
Candidate Brief A & B	No		£36	£138
Supplementary Information Sheet B	No		£12	£40
Assessor Role Play & Note Taking Form A <u>or</u> B	No		£15	£50
Assessor Rating Form A <u>or</u> B	No		£15	£50

Customer Service Call Centre Role Play Exercises A and B (CSRP CCA/CCB)

Reference Manual	Yes	£122		
Administration Instructions A <u>or</u> B	Yes	£12		
Candidate Brief A	No		£15	£50
Candidate Brief B	No		£12	£40
Assessor Role Play & Note Taking Form A <u>or</u> B	No		£15	£50
Assessor Rating Form A <u>or</u> B	No		£15	£50



CUSTOMER SERVICE SERIES

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Customer Service Managing Unexpected Situations Test (CMUS)

Reference Manual	Yes	£66		
Administration Instructions	Yes	£12		
Candidate Information Pack	Yes		£48	£188
Answer Folder (includes problems 1-4)	No		£36	£138
Assessor Rating Form	No		£15	£50

Customer Service Team Exercise (CSTE)

Reference Manual	Yes	£83		
Administration Instructions	Yes	£12		
Candidate Brief	Yes	£77		
Assessor Rating Form	No		£39	£145

Customer Service Structured Interview (CSSI)

Reference Manual	Yes	£64		
Administration Instructions	Yes	£12		
Candidate Pre-Interview Form	No		£12	£43
Assessor Record Form	No		£17	£58
Equal Opportunities Monitoring Form	No		£10	£33

Customer Service Job Analysis Questionnaire (CSJAQ)

Reference Manual	Yes	£157		
Question Booklet	No		£54	£196
Summary Form	No		£45	£181
OPC Analysis Report	No	£6		
Foundation Analysis Report	No	£101		
Inclusive Analysis Report	No	£157		

Customer Service Situations (CSS)

Reference Manual	Yes	£75		
Administration Instructions	Yes	£12		
Scoring Keys: Basic & Advanced	Yes	£34		
Question Booklet	Yes		£39	£135
Answer Booklet	No		£15	£50
Profile Form: Basic Scoring A	No		£12	£40
Profile Form: Basic Scoring B	No		£12	£40
Profile Form: Advanced Scoring A	No		£12	£40
Profile Form: Advanced Scoring B	No		£12	£40
Practice Leaflet	No		£12	£40



SAFETY SERIES

Materials	Re-useable	Pack of 1	Pack of 5	Pack of 20
Safe Personality Questionnaire (SAFEPQ)				
Reference Manual	Yes	£75		
Administration Instructions	Yes	£12		
Scoring Keys	Yes	£33		
Question Booklet	Yes		£36	£138
Answer Booklet	No		£15	£50
Profile Form	No		£12	£40
Practice Leaflet	No		£12	£40
Safe Concentration & Attention Test (SCAAT)				
Reference Manual	Yes	£97		
Administration Instructions	Yes	£10		
Scoring Keys	Yes	£40		
Combined Question/Answer Booklet	No		£54	£196
Profile Form	No		£9	£29
Practice Leaflet	No		£9	£29
Rules Acquisition Aptitude Test (RAAT)				
Reference Manual	Yes	£66		
Administration Instructions	Yes	£10		
Scoring Key	Yes	£14		
Question Booklet	Yes		£48	£188
Answer Booklet	No		£12	£40
Profile Form	No		£9	£29
Practice Leaflet	No		£9	£29
Numerical Safety Test (NUMST)				
Reference Manual	Yes	£61		
Administration Instructions	Yes	£10		
Scoring Key	Yes	£14		
Question Booklet	Yes		£32	£129
Answer Booklet	No		£12	£40
Profile Form	No		£9	£29
Practice Leaflet	No		£9	£29
Trainability for Safety Test (TRFS)				
Reference Manual	Yes	£73		
Administration Instructions	Yes	£10		
Scoring Key	Yes	£14		
Candidate Brief	Yes		£33	£125
Question Booklet	Yes		£33	£131
Answer Booklet	No		£12	£40
Profile Form	No		£9	£29
Practice Leaflet	No		£9	£29



SAFETY SERIES

Materials	Re-useable	Pack of 1	Pack of 5	Pack of 20
Safe Communication Exercise (SAFECE)				
Reference Manual	Yes	£56		
Administration Instructions	Yes	£12		
Candidate Brief	Yes		£36	£138
Report Writing Exercise	No		£10	£34
Assessor Role Play & Note Taking Form	No		£15	£50
Assessor Rating Form	No		£15	£50
Practice Leaflet	No		£9	£29
Safety Structured Interview (SAFESI)				
Reference Manual	Yes	£64		
Administration Instructions	Yes	£12		
Candidate Pre-Interview Form	No		£12	£43
Equal Opportunities Form	No		£10	£33
Assessor Record Form	No		£17	£58
Safety Job Analysis Questionnaire (SAFEJAQ)				
Reference Manual	Yes	£157		
Question Booklet	No		£54	£196
Summary Form	No		£45	£181
OPC Analysis Report	No	£6		
Foundation Analysis Report	No	£101		
Inclusive Analysis Report	No	£157		
Safety Culture Questionnaire (SAFECQ)				
Reference Manual	Yes	£157		
Combined Question/Answer Booklet	No		£54	£196
In-House Summary Sheet	No		£45	£181
Licence Fee for up to 200 employees	-	£1,600		
Licence Fee for up to 500 employees	-	£3,000		
Licence Fee for up to 1,000 employees	-	£5,000		
Licence Fee for up to 5,000 employees	-	£20,000		
Licence Fee for over 5,000 employees	-	£25,000		



PROFESSIONAL SERIES

Materials	Re-useable	Pack of 1	Pack of 5	Pack of 20
The Total Quality Mindedness Questionnaire (TQM)				
Reference Manual	Yes	£61		
Administration Instructions	Yes	£12		
Scoring Keys	Yes	£17		
Question Booklet	Yes		£36	£138
Answer Booklet	No		£15	£50
Profile Form	No		£12	£40
The Professional Managing Unexpected Situations Test (PMUS)				
Reference Manual	Yes	£66		
Administration Instructions	Yes	£12		
Candidate Information Pack	Yes		£48	£188
Answer Folder (Problems 1–6)	No		£36	£138
Assessor Rating Form	No		£15	£50
The Professional Planning Test (PPT)				
Reference Manual	Yes	£97		
Administration Instructions	Yes	£10		
Scoring Booklet	Yes	£14		
Reference Sheet	Yes		£10	£34
Combined Question/Answer Booklet	No		£54	£196
Profile Form	No		£9	£29
Practice Leaflet	No		£9	£29
The Roadeo Maintenance Company Role Play Exercise (ROADEO): Role Plays 1 & 2				
Reference Manual	Yes	£56		
Administration Instructions	Yes	£12		
Assessor Guidance Notes & Scenarios	Yes	£14		
Candidate Brief	Yes		£36	£138
Report Writing Exercise	No		£10	£34
Assessor Rating Form	No		£15	£50
Professional Presentation Exercise (PPE): Scenarios 1, 2, 3, 4				
Reference Manual	Yes	£76		
Administration Instructions	Yes	£12		
Candidate Brief	Yes		£36	£138
Assessor Rating Form	No		£15	£50
The Management Meeting Exercise (MANME)				
Reference Manual	Yes	£91		
Administration Instructions	Yes	£12		
Candidate Brief (1–5)	Yes	£53		
Assessor Rating Form	No		£39	£145
The Speed Transport In-Tray Exercise (STITE)				
Reference Manual	Yes	£56		
Administration Instructions	Yes	£12		
Candidate Exercise Booklet	Yes		£36	£138
Candidate Answer Booklet	No		£15	£50
Assessor Scoring Booklet	No		£15	£50



PROFESSIONAL SERIES

Materials	Re-useable	Pack of 1	Pack of 5	Pack of 20
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Information Analysis Exercise – Safety Scenario

Reference Manual	Yes	£53		
Administration Instructions	Yes	£12		
Candidate Brief	Yes		£35	£133
Test Booklet	No		£11	£38
Assessor Rating Form	No		£15	£50
Practice Leaflet	No		£9	£29

Information Analysis Exercise – Customer Scenario

Reference Manual	Yes	£53		
Administration Instructions	Yes	£12		
Candidate Brief	Yes		£35	£133
Test Booklet	No		£11	£38
Assessor Rating Form	No		£15	£50

The Professional Verbal Reasoning Test (PVRT)

Reference Manual	Yes	£66		
Administration Instructions	Yes	£10		
Scoring Key	Yes	£14		
Question Booklet	Yes		£48	£184
Answer Booklet	No		£12	£40
Profile Form	No		£9	£29

The Professional Numerical Reasoning Test (PNRT)

Reference Manual	Yes	£66		
Administration Instructions	Yes	£10		
Scoring Key	Yes	£14		
Data Packs	Yes		£30	£102
Question Booklet	Yes		£48	£184
Answer Booklet	No		£12	£40
Profile Form	No		£9	£29



CONDUCTOR SERIES

Materials	Re-useable	Pack of 1	Pack of 5	Pack of 20
Ticket Selling & Checking Test				
Administration Instructions	Yes	£11		
Set of Scoring Keys	Yes	£38		
Ticket Price Card	Yes		£9	£33
Reference Card	Yes		£9	£33
Reduction Card	Yes		£9	£33
Candidate Test Booklet	No		£51	£193
Practice Leaflet	No		£8	£28
Conductor Role Play Exercise				
Administration Instructions	Yes	£11		
Assessor Enactment Instructions (Versions A, B, C)	Yes	£7		
Role Play Props Pack: Tickets, Purse, Money, Bandage	Yes	£19 per set		
Role Play Bag	Yes	£16		
Props: Glasses for version C	Yes	£7		
Group Administration Reference Sheet	Yes		£11	£38
Candidate Brief (Versions A, B, C or A2, B2, C2)	No		£14	£48
Assessor Rating & Note Taking Form (Versions A, B, C)	No		£14	£48
Conductor Criteria Based Interview (CBI)				
Reference Manual	Yes	£32		
Administration Instructions	Yes	£11		
Candidate Preparation Form	No		£11	£41
Quick Reference Guides	Yes	£14		
Non Experience Record Form	No		£11	£41
Record Form	No		£16	£56
Additional Documentation				
Assessment Procedures Manual	Yes	£348		
Practice Tests & Local Managers Resource Pack (Licensed)	Yes	£321		
Candidate Detail Questionnaire	No		£1.35	£5
Candidate Profile Form	Yes	Under Licence	Under Licence	Under Licence
Candidate Summary Form	Yes	Under Licence	Under Licence	Under Licence
Test Log	No	Under Licence	Under Licence	Under Licence
Feedback Booklets – Finding Out How You Got On	No		£26	£96
Overall Marking Sheet	No		£11	£38



TRAIN DRIVER SERIES

Materials	Re-useable	Pack of 1	Pack of 5	Pack of 20
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Trainability for Rules & Procedures (TRP), Parts 1 & 2

Administration Instructions	Yes	£10		
Scoring Keys	Yes	£26		
Audio CD	Yes	£48		
Question Booklet	Yes		£48	£188
Reference Sheet	Yes		£10	£34
Answer Sheet	No		£18	£64

Trainability for Rules & Procedures (TRP), Part 2

Administration Instructions	Yes	£10		
Scoring Keys	Yes	£13		
Question Booklet	Yes		£48	£188
Answer Booklet	No		£12	£40

The Driver Fault Finding Test (DFFT)

Reference Manual	Yes	£94		
Administration Instructions	Yes	£15		
Scoring Booklet	Yes	£17		
Fault Finder Guide	Yes		£37	£142
Candidate Instructions Booklet	Yes		£19	£70
Test Booklet	Yes		£73	£287
Fault Report Form	No		£19	£68
Practice Leaflet	No		£9	£29

railway Verbal communication exercise (rVce)

Reference Manual (exc. CD)	Yes	£76		
Administration Instructions	Yes	£11		
Audio CD	Yes	£80		
Candidate Brief	Yes		£11	£38
Assessor Rating Form	No		£14	£48

railway Written communication exercise (rWce)

Reference Manual (exc. CD)	Yes	£76		
Administration Instructions	Yes	£11		
Audio CD	Yes	£80		
Scoring Key	Yes	£16		
Answer Booklet	No		£11	£38
Assessor Rating Form	No		£14	£48

Railway Communication Exercises (rVce & rWce)

Reference Manual (exc. CD)	Yes	£76		
Administration Instructions	Yes	£11		
Audio CD	Yes	£80		
Scoring Key	Yes	£16		
Candidate Brief	Yes		£11	£38
Answer Booklet	No		£11	£38
Assessor Rating Form	No		£18	£62



TRAIN DRIVER SERIES

Materials	Re-useable	Pack of 1	Pack of 5	Pack of 20
Criterion Based Interview				
Reference Manual	Yes	£32		
Administration Instructions	Yes	£11		
Candidate Interview Form	No		£11	£41
Assessor Record Form	No		£16	£56
Additional Documentation				
Practice Test Materials – yearly licence	Yes	£321		
Candidate Detail Questionnaire	No		£1.35	£5
Feedback Booklet – Finding Out How You Got On	No		£26	£96



OUTSTANDING TRAIN DRIVER SERIES

Materials	Re-useable	Pack of 1	Pack of 5	Pack of 20
OTD Personality Questionnaire				
Reference Manual	Yes	£112		
Administration Instructions	Yes	£18		
Scoring Keys	Yes	£49		
Question Booklet	Yes		£54	£207
Answer Booklet	No		£22	£75
Profile Form	No		£18	£60
OTD Job Analysis Questionnaire				
Rating Booklet	No		£81	£294
OTD Structured Interview				
Reference Manual	Yes	£96		
Administration Instructions	Yes	£18		
Candidate Pre-Interview Form	No		£18	£64
Assessor Rating Form	No		£25	£87
OTD Candidate Pre-Sift Form				
Reference Manual	Yes	£96		
Candidate Pre-Interview Form	No		£18	£64
Assessor Rating Form	No		£22	£75



MANAGER of TRAIN DRIVERS SERIES

Materials	Re-useable	Pack of 1	Pack of 5	Pack of 20
Criteria Based Interview (CBI)				
Reference Manual	Yes	£62		
Administration Instructions	Yes	£11		
Quick Rating Guide	Yes	£14		
Candidate Pre-Interview Form	No		£9	£33
Record Form	No		£16	£48
Investigation Exercise				
Reference Manual	Yes	£66		
Administration Instructions	Yes	£12		
Candidate Form	No		£10	£35
Record Form	No		£17	£51
Additional Documentation				
DSM Assessment Procedures Manual	Yes	£276		
Overall Marking Sheet	Yes		£11	£39
Profile Form	Yes		£11	£39
Candidate Summary Form	Yes	Under Licence	Under Licence	Under Licence
Test Log	Yes	Under Licence	Under Licence	Under Licence



TRACK WORKER SERIES

Materials	Re-useable	Pack of 1	Pack of 5	Pack of 20
Rail Maintenance Engineering Exercise (RMEE)				
Reference Manual	Yes	£75		
Administration Instructions	Yes	£11		
Scoring Booklet	Yes	£13		
Today's Information Sheet	Yes		£9	£33
Reference Sheet	Yes		£9	£33
Monorail Diagram Booklet	Yes		£14	£48
Combined question/answer booklet	No		£51	£193
Profile Form	No		£8	£28



STATION SERIES

Materials	Re-useable	Pack of 1	Pack of 5	Pack of 20
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Station Ticket Verbal Test (STVT)				
Reference Manual	Yes	£64		
Administration Instructions	Yes	£9		
Scoring Key	Yes	£13		
Question Booklet	Yes		£41	£139
Answer Booklet	No		£11	£38
Profile Form	No		£8	£28
Practice Leaflet	No		£8	£28

Train Dispatch Concentration Test (TDCT)				
Reference Manual [includes: Audio CD]	Yes	£160		
Administration Instructions	Yes	£9		
Scoring Key	Yes	£13		
Audio CD	Yes	£102		
Information Sheet	Yes		£9	£33
Answer Booklet	No		£14	£48
Profile Form	No		£8	£28
Practice Leaflet	No		£8	£28

Gateline Ticket Checking Test (GTCT)				
Reference Manual	Yes	£64		
Administration Instructions	Yes	£9		
Scoring Key	Yes	£38		
Question Booklet	Yes		£41	£139
Answer Sheet	No		£11	£38
Profile Form	No		£8	£28
Practice Leaflet	No		£8	£28

Ticket Office Selling Test (TOST)				
Reference Manual	Yes	£64		
Administration Instructions	Yes	£9		
Scoring Key	Yes	£38		
Ticket Price Card	Yes		£9	£33
Reference Sheet	Yes		£9	£33
Ticket Reduction Card	Yes		£9	£33
Candidate Test Booklet	No		£51	£193
Profile Form	No		£8	£28
Practice Leaflet	No		£8	£28

Ticket Office Cashing-up Test (TOCT)				
Reference Manual	Yes	£64		
Administration Instructions	Yes	£9		
Scoring Key	Yes	£38		
Candidate Test Booklet	No		£51	£193
Profile Form	No		£8	£28
Practice Leaflet	No		£8	£28



STATION SERIES

Materials	Re-useable	Pack of 1	Pack of 5	Pack of 20
PA Announcement Test (PAAT)				
Reference Manual	Yes	£48		
Administration Instructions	Yes	£11		
Candidate Brief	Yes		£11	£38
Assessor Rating Form	No		£14	£48
Revenue Protection Inspector Role Play Exercise (RPI)				
Reference Manual	Yes	£53		
Administration Instructions	Yes	£11		
Candidate Brief	No		£14	£48
Assessor Role Play & Note Taking Form	No		£14	£48
Assessor Rating Form	No		£14	£48
The Station Communication Test (SCT)				
Reference Manual	Yes	£128		
Administration Instructions	Yes	£9		
Information Sheet: Local Area	Yes		£9	£33
Information Sheet: City Transport System	Yes		£9	£33
Information Sheet: Station Layout	Yes		£9	£33
Rating Form	No		£11	£41
The Station Personality Questionnaire (SPQ)				
Reference Manual	Yes	£61		
Administration Instructions	Yes	£11		
Scoring Key	Yes	£16		
Question Booklet	Yes		£35	£133
Answer Booklet	No		£14	£48
Profile Chart: Norm 1	No		£11	£38
Profile Chart: Norm 2	No		£11	£38
The Control Room Test (CRT)				
Reference Manual	Yes	£80 (exc. CD)		
Administration Instructions	Yes	£15		
Exercise CD	Yes	£423		
Record Form	No		£14	£48
Marking Sheet	No		£16	£56
Practice Leaflet	No		£8	£28



BUS SERIES

Materials	Re-useable	Pack of 1	Pack of 5	Pack of 20
Bus Driver Verbal Test (BDVT)				
Reference Manual	Yes	£62		
Administration Instructions	Yes	£9		
Scoring Key	Yes	£13		
Question Booklet	Yes		£41	£139
Answer Sheet	No		£11	£38
Profile Form	No		£8	£28
Practice Leaflet	No		£8	£28
Bus Driver Numerical Test (BDNT)				
Reference Manual	Yes	£62		
Administration Instructions	Yes	£9		
Scoring Key	Yes	£13		
Question Booklet	Yes		£41	£139
Answer Sheet	No		£11	£38
Profile Form	No		£8	£28
Practice Test Leaflet	No		£8	£28
Bus Driver Checking Test (BDCT)				
Reference Manual	Yes	£62		
Administration Instructions	Yes	£9		
Scoring Booklet	Yes	£13		
Question Booklet	Yes		£41	£139
Reference Sheet	Yes		£9	£33
Answer Sheet	No		£11	£38
Practice Leaflet	No		£8	£28



EXTRANET SYSTEM

Materials	Credit Cost - Per Candidate [1 credit = £1]
EXTRANET: Safe Personality Questionnaire (SAFEPQ)	
Administration of the test	15 credits
Test Scores	3 credits
Profile Chart	10 credits
Narrative Report - Basic	25 credits
EXTRANET: Safe Concentration and Attention Test (SCAAT)	
Administration of the test	15 credits
Test Scores	3 credits
Profile Chart	10 credits
EXTRANET: Rules Acquisition Aptitude Test (RAAT)	
Administration of the test	12 credits
Test Scores	3 credits
Profile Chart	6 credits

