

# Level 3 CPC (Certificate of Professional Competence) for Transport Managers (Road Haulage) September 2023

Examination Date – 8<sup>th</sup> September 2023

## Chief Examiner Report.

### General Comments

The report below is intended to give tutors and candidates advice and guidance when preparing for future examinations. It sets out to explain where candidates in this examination were or were not awarded marks for their answers. This report should be read in conjunction with the further guidance given on the Skills and Education Group Awards website.

460 candidates sat the examination.

As is always the case, the pass mark for this paper was set as part of the Awarding process.

The pass mark was set 30, and 41.9% of candidates achieved this level.

The R1 (Multiple Choice) paper was also considered at the awarding meeting and examiners concluded that the pass mark for this paper should be set at 40.

59.0% of candidates achieved this mark.

Many of the general comments given below are unfortunately having to be repeated in successive reports. It is disappointing to note that some centres are still allowing candidates to use loose sheets of paper, rather than the additional blank pages at the end of the answer booklets. We would remind centres once again, that candidates should not use loose sheets to answer questions unless all of the blank additional sheets in the answer booklet have been used. Where it is necessary to use loose sheets, they must be plain lined pages, not templates for any particular type of question and they **must** be clearly marked with the centre name and number and the candidate's name and number. Once again, in this

session, loose sheets were found, with no indication of the candidate's name or number and therefore the candidate concerned could not be credited with the relevant marks.

It is important for candidates to note that examiners will always mark the first answer given in the answer booklet, unless it has been clearly crossed out and annotated to show that the candidate has rewritten the answer on a different page.

Candidates should note that where a question demands a specific number of answers, only this number will be read by examiners and any further answers will not even be considered, even if correct.

It is important for candidates always to follow the instructions given in the notes to each question, for example, in question 1, where tachograph symbols were not accepted for the mode.

A further instruction, clearly stated on the front of the answer booklet and also read out to candidates by invigilators at the beginning of the examination is that candidates **must** write their answers in ink. An increasing number of candidates are writing their answers in pencil. In future, answers written in pencil will NOT be marked, as examiners cannot be sure that these answers were written by the candidate during the examination.

Comments below for individual questions will explain more fully, the above comments and are designed to assist students and tutors when preparing for future examinations.

### Question 1

**Bill Brown will arrive at a secure parking facility 15km from Calais ferry port at 21.00hrs today (local time), en-route to the UK. WH's Kirkcaldy customer needs to be advised of the time when the goods will be delivered.**

**Use the information provided in the case study to complete the driver schedule for Bill's journey, using the table below. Your schedule must begin when the driver arrives at the secure parking facility and end when the goods have been unloaded at the Kirkcaldy customer's premises.**

#### **Notes:**

**You MUST show each activity separately, including start time and finish times in local time and tachograph modes (symbols are NOT acceptable).**

**You MUST show a clear description of each activity, including a destination for each driving period, break and rest periods.**

A straightforward driver schedule question, whereby 51% of candidates achieved at least half of the available 15 marks. Those who did not, lost marks for a number of different reasons. The most common, as is unfortunately so often the case in these examinations, was to not read the case study and the question carefully. In this examination, it was stated very clearly in the case study that Bill Brown, the driver would have arrived at the parking facility near Calais and would immediately take a daily rest for the shortest possible time, before resuming his journey. Many candidates ignored this information and scheduled Bill to immediately drive to Calais to board the ferry. By doing this, Bill could do no more than board the ferry, complete the crossing and disembark. The next driving stage, to Cambridge took Bill over his legal maximum driving time in a day and as is standard marking convention, marking stopped at the point where the schedule became illegal.

Further common errors were to fail to begin a daily rest on arrival in Ashington, or to take only a reduced daily rest at this point. Bill had already taken the maximum 3 reduced daily rest periods since the last weekly rest.

Another error, which was common, but only resulted in the loss of 1 mark, was to forget to change from Central European Time to British Summer Time. A correct schedule is given below

<b>Start Time</b>	<b>Finish Time</b>	<b>Description of Activity</b>	<b>Tachograph Mode</b>
21.00	06.00	Rest	Rest OR break
06.00	06.15	Checks	Other work
06.15	06.35	Drive port OR ferry OR Calais	Driving
06.35	06.45	Embark	Driving
06.45	07.15 OR 08.15	Crossing OR ferry	Break
07.15	07.25	Disembark	Driving
07.25	10.25	Drive Cambridge	Driving
10.25	10.45	Unload	Other work
10.45	12.05	Drive Ashington	Driving
12.05	12.50	Break	Rest OR break

12.50	16.50	Drive Ashington	Driving
16.50	03.50	Rest	Rest OR break
03.50	04.05	Checks	Other work
04.05	07.05	Drive Kirkcaldy	Driving
07.05	07.35	Unload	Other work

## Question 2

**WH is planning to take some actions that will require it to submit online applications or notifications to Traffic Commissioners.**

**(a) Use the information provided in the case study to outline NINE such applications or notifications.**

### **Note:**

**You MUST outline each application or notification, identify the relevant proposed action and identify any operating centres concerned.**

You are NOT required to give form numbers.

(b) Some of the actions that WH is planning to take will also require the company to place a suitable advert in a newspaper local to the relevant operating centre. Outline THREE such actions.

This question potentially earned a candidate 12 marks, but only 18% of candidates achieved at least half of this number. Once again, the main reason for candidates not gaining marks was to have not read the question carefully. In the case study, the section headed 'Future Plans and Events' detailed at least 11 actions which would have required the operator to either make an application or send a notification to the Traffic Commissioner. The question required the candidate to outline NINE of these.

In Part (a), many candidates outlined just one application, but then proceeded to outline the actions required to complete that application. This was not what the question asked for.

Similarly, in part (b), many candidates had not read the question, but simply outlined more action required to complete a given application. Examples of some of the applications or notifications to be made are given below.

Apply for new operator licence for new operating centre in Cardiff
Notify disposal of vehicle from Wigan
Notify addition of vehicle in Wigan
Apply for new operating centre at Wigan customer's premises
Apply to increase vehicle authorisation in Nottingham
Notify addition of vehicle in Nottingham
Notify removal of vehicle from Dover <sup>1</sup>
Notify addition of vehicle in Leyton <sup>1</sup>
Notify appointment of Marketing director (operating centre not required)

The three applications which require an advertisement to be placed in a local newspaper, as asked in part (b) of the question are –

Opening new operating centre in Cardiff
Opening new operating centre in Wigan
Increasing authorised vehicles in Nottingham

Question 3.

**Bill Brown is driving an articulated combination on a journey that began on Tuesday of this week and will end on Sunday. You are required to calculate the cost of the whole journey.**

**Use the information provided in the case study to calculate the cost of the journey that began and will end at WH's Aberdeen operating centre.**

**Note:**

You MUST show all your workings. You MUST name each cost and give a total for each

This question was quite well answered, with almost 40% of candidates being awarded at least half of the available 12 marks. In order to calculate the total running cost of the journey.

Candidates were required to use the figure given for the mileage already covered and add the mileage for each part of the journey from Calais to the final destination at the operating centre.

The case study gave candidates the running cost per kilometre, so there was no requirement in this examination to calculate individual costs for fuel, maintenance or tyres.

The case study also detailed the number of hours worked by Bill, the driver in the days prior to arriving at Calais, requiring candidates to work out total wages and overtime costs up to that point. These then had to be added to the time for the remainder of the journey back to the operating centre, in order to determine the total employment cost for the whole operation.

Common errors were to miscalculate the total journey mileage and in particular, to miss the two x 1km distances for embarking and disembarking the ferry. Many candidates also miscalculated the wages and overtime costs, through using incorrect numbers of hours.

Candidates continue to incorrectly convert costs from Euros to Sterling by dividing rather than multiplying by the exchange rate, when it is given as a Euro to Sterling rate.

A correctly calculated answer is given below.

Distance: $2,520+15+1+1+180+400+240+150$	= <b>3,507km</b>
Wages: $£15 \times 8 \times 6$	£ <b>720</b>
Overtime: $(6+4+7+2+4+1) \times £22.50$	£ <b>540</b>
Allowances: (Wednesday, Thursday, Friday) $3 \times €40 \times 0.86$	£ <b>103.20</b>
Other standing costs: $£150 \times 6$	£ <b>900</b>

Running costs: £0.51 x 3,507km	<b>£1,788.57</b>
Ferry	<b>£ 650</b>
French tolls: €140 x 0.86	<b>£ 120.40</b>
UK tolls	<b>£ 20.80</b>
Total	<b>£4,842.97</b>

#### Question 4

**WH's directors have decided to accept the contract offer from Walvingham Chemicals plc, to transport regulated dangerous goods in the UK. To comply with its policy of not carrying such loads in its own vehicles, WH will subcontract the work to other hauliers. You have been asked to identify suitable hauliers with the minimum risk to WH's reputation.**

**(a) Outline FIVE legal requirements that subcontractor's vehicles which complete this work must satisfy.**

**(b) Outline FIVE legal requirements that drivers of subcontractors vehicles which complete this work must satisfy.**

This question was designed to test candidates' knowledge of the principal operator's responsibilities when hiring subcontractors. Whilst candidates generally looked at this in the context of the carriage of regulated dangerous goods, an operator's responsibility requires the checking of every aspect of a subcontractor's operation and answers which reflected this were credited with marks as well as those which related only to the requirements when carrying dangerous goods.

The only common errors were to outline answers which did not relate to vehicle or driver in the respective parts of the question.

Some typical correct answers for each part are given below.

#### Part (a)

Vehicles must be roadworthy
Vehicles must conform to construction & use regulations
Vehicles must be suitable for loads carried
Vehicles/trailers must have a valid MOT
Vehicles must have a speed limiter
Vehicles must be fitted with a tachograph
Vehicles must carry appropriate ADR equipment ( <u>each correct specified item gets a mark</u> )

Vehicles must carry ADR markings
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Part (b)

Drivers must have appropriate driving entitlement OR licence
Drivers must carry Driver Qualification Card
Drivers must carry digital tachograph card
Drivers must carry ADR licence OR card OR must have received appropriate training
Drivers must be eligible to work in the UK
Drivers must carry instructions in writing
Drivers must carry 28 days tachograph records

### Question 5

**WH's Group Transport Manager has asked you to review the vehicle safety inspection procedures across all of the company's operating centres, following the guidance provided in the recently updated DVSA Guide to Maintaining Roadworthiness ("The Guide").**

**The Guide states that, 'safety inspections should, where it is practicable, be programmed to follow a time-based pattern. The frequency at which inspections are undertaken should be determined by assessing the level of mechanical degradation likely to be incurred over a period as a result of the vehicle's usage. This will depend on such factors as:'.**

**Give SEVEN factors that the Guide suggests should be considered when setting safety inspection intervals**

This is an 'Open Book' examination, whereby candidates are permitted to take any written materials into the examination room and refer to them as required. One of the recommended books/guides which may be taken in is The DVSA Guide to Maintaining Roadworthiness. This document was updated earlier this year and contains a number of recommendations which are different to those in earlier versions.

It was apparent to examiners that many candidates were using older versions of the guide, as their answers were not taken from the current version. For example, 'Size of the fleet' is no longer given as a factor to consider when determining safety inspection intervals.



## Question 6

**Alana Smith joins WH as its first marketing director on 1st October 2023. She has asked you about the marketing data that might be available to her.**

**You have identified the following four sources of data for Alana. For each of these four data sources, state whether it provides primary or secondary marketing data.**

**(a) Results from a customer questionnaire about future demand, to be completed in October 2023.**

**(b) WH's customer database.**

**(c) WH's accounting system.**

**(d) WH's sales team reports on the volume discount offered to customers in the last quarter of 2022**

This question simply demanded a one-word answer, Primary or Secondary for each of the four parts and 45% of candidates were awarded all four of the available marks.

**Chief Examiner**

**20<sup>th</sup> October 2023**