

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

Examination Date – 5th September 2025

Examination Report

1. Scope

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 within the Skills and Education Group Awards website.

2. Exam Results

As always the pass mark for both the R1 (Multiple Choice) paper and the R2 (Case Study) paper were set as part of the Awarding process completed by examiners and S&EG quality.

R1 paper

The pass mark for this paper was set at 41 with 146 (31.1%) candidates achieving this mark.

340 candidates sat this examination.

R2 paper

The pass mark for this paper was set at 32 with 224 (52.5%) candidates achieving this mark.

426 candidates sat this examination.

3. Important Notes

Even though there seems to have been an improvement, yet again many of the comments below are a repeat of previous reports. It would be appreciated if all centres concerned could take on board the following comments and implement them as best as possible please.

3.1 Answer writing

As clearly stated on the front of the answer booklet and also read out by invigilators to candidates at the beginning of the examination is that candidates **must** write their answers in ink with no exceptions. If any answer booklets are received with answers written in pencil by the candidate they will **NOT** be marked. Can all centres please check that all candidates only have pens at the exam with the aim to eliminate this practice in future.

3.2 Loose sheets of paper

This has improved significantly but unfortunately loose sheets are still being used even though the nominally 2 spare pages at the end of the answer booklet have not been used. Thank you to all centres who have stopped the use of loose sheets unless absolutely necessary.

Please keep up the good work and for those centres/candidates still using loose sheets this practice **needs to stop** to alleviate the risk of the sheets becoming detached from the relevant answer booklet and the examiner either not receiving them or the answers being missed when marking occurs.

If loose sheets are required due to a candidate using all the spare pages at the back of the answer booklet, **and only given out at that point**, please ensure that your candidate puts their name and candidate number at the top of each sheet and the question number the answer or workings are for. Please then firmly attach these sheets to your candidates answer booklet.

3.3 Question Reading

It is very important that all candidates are made aware of following all instructions given in the question and the corresponding notes to that question. Many marks are lost because these instructions are not followed!

3.4 Question Answering

a) Requested number of answers

It is important for all candidates to be aware that examiners will only mark the first requested number of answers that are given for each question, such as 'give **5** reasons'. However if the candidate clearly crosses out an answer to show that the candidate does not want the examiner to mark that answer then it won't be. If answers are put elsewhere away from the question then the candidate **MUST** provide clear annotation to show where the candidate has rewritten their answer.

If the answer for a question has not been crossed out and there is no annotation of where the alternate answer is the examiner will mark what is written at the question and **NOT** the alternate answer.

When answering questions that require a certain number of answers it would be best practice to do that as a numbered list (1, 2, 3, 4, etc) so that, first and foremost, the candidate gives the correct number of answers and to also allow the examiner to find all the answers given rather than writing a big paragraph with all the answers mixed in which could potentially mean correct answers being missed.

b) Verbs

As always there is still a significant number of candidates who are struggling to understand the differences between describe, outline, state, give, list, actions, etc.

Again we are sure that all centres advise on this most stringently, however this misunderstanding on the candidates part is costing them, at times, a significant number of marks and ultimately a pass.

There are three 'levels' of depth required. The verbs used fall into three categories.

- a) Give / state / identify**
- b) Describe / outline / detail**
- c) Explain / analyse**

The word action (to do something) is also used within a question which is also seemingly misunderstood.

Please see the Examination Report for December 2024 for a full explanation of the above verbs.

4. Question Answers / Guidelines

The following comments set out below are for the individual questions for the recent examination providing further specific information and are designed to assist both the student and the tutor when preparing for future examinations.

The first 3 questions are in some ways linked as they were designed to challenge the candidates operator licence knowledge and their ability to recognise any breaches or offences and outcomes.

Question 1

The case study describes M&T Deliveries' background and Tristan's recent activities. These activities include a number of offences and/or breaches of operator licence undertakings.

**Describe EIGHT offences or breaches of operator licence undertakings that Tristan has already committed.
(8 marks)**

This was a typical and straightforward operator licence question which should have provided the candidate a fairly easy 8 marks.

This question was reasonably well answered with the majority of candidates scoring between 3 and 6 marks with the peak mark being 4 out of 8. Only 9 candidates got the full 8 marks!

Some common mistakes were:

1. NOT reading the question properly. The question wanted to know what operator licence offences or breaches Tristan had already committed.
2. By giving answers of offences / breaches that had not actually happened yet. Effectively giving answers to question 2.
3. Writing a list stating what had happened such as 'no transport manager' and not justifying it to make their answer into a description by adding 'operated without a' or 'failed to inform Traffic Commissioner of father OR transport manager retirement'
4. By stating that Teresa was paid cash in hand. That is too vague.
5. By stating Driver CPC or just CPC. Please note that the correct answer is Driver Qualification Card (DQC). Just putting CPC is too vague as this could be for transport manager or driver. **Please always put Driver Qualification Card or DQC.**

There were 15 answers available with some typically correct answers being:

- No vehicle maintenance carried out
- Did not download data from vehicle within 90 days
- Employed Teresa without having employer liability insurance

- Failed to inform the Traffic Commissioner of partnership change
- Failed to report road traffic accident.

Question 2

The case study describes M&T Deliveries' background and Tristan's planned activities for the coming week(s), beginning on Monday 8 September. These activities include a number of offences and/or breaches of operator licence undertakings.

**Describe TEN offences or breaches of operator licence undertakings that Tristan will commit if the future activities are completed as planned.
(10 marks)**

This was another typical and straightforward operator licence question which should have provided the candidate a fairly easy 10 marks.

Again this question was fairly well answered. Marks gained were quite spread out with most candidates scoring between 2 to 8 marks with the peak mark being 4 out of 10 mainly due to the error listed in 1 & 2 below. Only 1 candidate got the full 10 marks!!

Some common mistakes were:

1. NOT reading the question properly. The question wanted to know what operator licence offences or breaches that Tristan will commit.
2. By giving answers of offences / breaches that had already happened. Effectively giving/repeating answers to question 1.
3. Writing a list stating such as 'Exceeded 9 hours driving' and not justifying it to make their answer into a description by adding 'three times' OR 'more than twice in a week'.
4. By stating 'no documents'. That is too vague.
5. By stating Driver CPC or just CPC. Please note that the correct answer is Driver Qualification Card (DQC). Just putting CPC is too vague as this could be for transport manager or driver. **Please always put Driver Qualification Card or DQC.**

There were 17 options of answers with some typically correct answers being:

- Did not lock in data from the borrowed vehicle tachograph
- Will exceed 90 hours fortnightly driving limit
- No orange plate fitted to the front of ADR vehicle
- Drove regulated dangerous goods without ADR licence
- No Instructions in Writing issued for dangerous goods
- Allowed OR caused Teresa to drive a vehicle with invalidated insurance as no Cat C licence.

Question 3

The case study describes M&T Deliveries' background and Tristan's recent activities and those planned for the coming week(s), beginning on Monday 8 September. These activities include a number of offences and/or breaches of operator licence undertakings.

**Outline EIGHT possible consequences for Tristan arising from the offences or breaches of operator licence undertakings that Tristan has committed or will commit if the future activities are completed as planned.
(8 marks)**

This was another typical and straightforward operator licence question which should have provided the candidate a fairly easy 10 marks.

Again this question was fairly well answered with the majority of candidates scoring between 3 and 5 marks with the peak mark being 4 out of 8. Only 2 candidates got the full 8 marks!

Some common mistakes were:

1. NOT reading the question properly. The question wanted to know what the possible consequences to Tristan would be.
2. By giving answers of offences / breaches that had either happened (question 1) or will happen (question 2) and not looking at the bigger picture of what could happen to the operator licence.
3. By stating that the operator licence could be curtailed. This is not possible with a single vehicle operator licence.

There was 15 answers available with some typically correct answers being:

- Operator Licence suspended
- Vehicle impounded
- Difficult to get a future operator licence OR disqualified
- Loss of driving licence
- Attend a public inquiry
- Cost of defence.

Question 4

Tristan plans to deliver a load of car oil bottles to Alnwick using the 7,500kg GVW lorry.

**Use the information provided in the case study to complete the table below for the driver schedule for the round trip journey. Your schedule must start when Tristan begins work at his operating centre and end when the borrowed 18,000kg GVW vehicle has been handed back to his friend.
(11 marks)**

Notes:

**You MUST show a start time, finish time and a clear description of each activity
You MUST show the destination for all driving periods**

This was a typical and straightforward question requiring candidates to draft a simple single-manned driver schedule which was answered pretty well albeit a significant number of candidates making a silly mistake at the beginning which only then gave them 2 or 3 marks.

Marks gained were quite spread out with most candidates scoring between 7 to 10 however the peak mark was 11 out of 11. 128 candidates got the full 11 marks.

Some common mistakes were:

1. NOT reading/following instructions correctly especially to state the destination for all driving periods. For some candidates that cost the 5 marks!
2. Not calculating driving time correctly.

3. Not putting load or unload or for getting them the wrong way around.
4. Not starting at the right time of 0630hrs.
5. Putting walkaround only (walkaround what) and not checks or vehicle checks.
6. A fair number of candidates insisted that a daily vehicle walkaround check should take 15 minutes and NOT the 5 minutes as stated in the case study!

Important Note – There is no legal minimum time specified for a walk round check in the Guide to Maintaining Road Worthiness or any other official document.

7. A significant number of candidates failed to take of the drives of either 20 mins after start of duties or 35 minutes after the first break and then driving for 4.5 hours before taking a break.
8. By putting rest instead of break. Please note breaks are due to driving or working hours and rests are predominately between two shifts.

A correct schedule is shown below (with timings for your information but were not asked for):

Start	Finish	Activity	Timings
0630	0635	Vehicle Check (NOT walkaround)	5 mins
0635	0655	Drive to customer	20 mins
0655	0725	Load	30 mins
0725	1135	Drive towards Alnwick	4hrs 10 mins
1135	1220	Break (NOT rest)	45 mins
1220	1255	Drive / finish drive to Alnwick	35 mins
1255	1310	Unload	15 mins
1310	1705	Drive towards operating centre OR Walvingham	3 hrs 55 mins
1705	1750	Break (NOT rest)	45 mins

1750	1840	Drive / finish drive to operating centre OR Walvingham	50 mins
1840	1845	Handover vehicle or similar	5 mins

5. Question 5

Tristan plans to deliver a load of car oil bottles to Alnwick using the 7,500kg GVW lorry.

**Use the information provided in the case study to calculate the total cost to M&T Deliveries of operating this route for the round trip, including the amount already agreed for Tristan's time as driver.
(12 marks)**

Note: You MUST name each cost and show all your workings to the nearest 1p.

This was a typical and straightforward costing question. The main requirement for the answer was that candidates showed all their workings, NAME each cost and give the answer to the nearest 1p.

This question was reasonably well answered albeit that marks gained were quite spread out with most candidates scoring between 4 and 9 marks with the peak mark being 6 out of 12. Only 12 candidates got the full 12 marks!

Some common mistakes were:

1. By not stating the cost name such as running costs, driver costs, total charge, etc.
2. By not giving the answer to the nearest 1p (please note that 0.5p or more is traditionally rounded up and not down).
2. By adding together some of the costs and not doing them separately.
3. By trying to complete the question via the traditional standing and running costs.
5. Missing costs out.

A suitable answer is (marks were given for each of the answers in bold):-

Distance (20+380+380) **780km**

Category	Cost (£)
Depreciation	$(£45,000-15,000)/3/260$ £38.46
Driver	£200
Admin costs	$(£27,750/260)$ £106.73
Tyres	$(£2,000/40000=£0.05 \times 780)$ £39
Maintenance	$(£432 \times 12/260)$ £19.94
Fuel	$(£1.30/10= £0.13 \times 780\text{km OR } 780\text{km} / 10 = 78 \text{ litres} \times £1.3)$ £101.40
Tolls	$(£4.80 \times 2)$ £9.60
Transport manager	$(£4,160/260)$ £16
Total	£531.13

6. Question 6

Tristan has contracted Brian to maintain his 7,500kg GVW vehicle, including all safety inspections.

The DVSA Guide to Maintaining Roadworthiness states that a report must be completed for each vehicle safety inspection. The Guide states each report should show a list of all items to be inspected.

Give ELEVEN additional details that the Guide states should be shown in each safety inspection report.
(11 marks)

Note: Marks will not be awarded for listing the items to be inspected.

This question was designed to challenge the candidates knowledge of what should be on a standard VC60 Safety Inspection Report form.

It was a slightly different style of question but nonetheless still very straight forward to answer with all the answers in relevant training materials and The Guide to Maintaining Roadworthiness.

However, unfortunately, it was quite fairly badly answered which is concerning in that candidates:

- didn't read the question properly,
- didn't know the answers or
- know how to find the answers.

The question required the candidates to give eleven details which was in effect a straightforward copy/paste list even though some candidates gave a full explanation to each answer costing themselves time. This was a lack of understanding between the verbs used.

Marks gained for this question were quite spread out with 45% of candidates scoring between either 10 or 11marks with the peak mark being 11 out of 11. 114 candidates got the full 11 marks.

However 25% of candidates got 0 marks!!

Some common mistakes were:

1. NOT reading the question and the note properly.
2. Listing the actual parts of a vehicle that are checked.
3. Providing details of documents that should be in a vehicle records folder.

There were 15 options of answers for this question with some being:

- name of inspector
- signature of inspector
- make and model
- name of owner/operator

- named signed and dated statement declaring that any defects have been repaired satisfactorily and the vehicle is now in a safe and roadworthy condition
- an indication of the condition of each item inspected.