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

## Examination Date – 23rd October 2026

## Chief Examiner's 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 further guidance given within the Skills and Education Group Awards website.

2. **Exam Results**

The R2 (Case Study) paper pass mark, as always, will continue to be set as part of the Awarding process completed by examiners and SEG Quality.

**R2 paper**
The pass mark for this paper was set at 32 with 26 (34.2%) candidates achieving this mark.
76 candidates sat this examination.

This percentage is being skewed somewhat due to 14 (18.42%) candidates only achieving between 0 and 15 marks.

If those 14 candidates are taken off the total candidates who sat the exam (62) then the percentage that passed this exam = 41.94%.

3. **Important Notes**

As this exam took place online, the standard information normally provided within the report can be discarded as it does not apply.

### 3.1 Question Reading

All candidates should be made aware of the need to follow all instructions provided in the question and any corresponding notes. Marks are frequently lost where these instructions are not followed.

## 3.2 Question Answering

a. **Requested number of answers**

All candidates should be made aware that examiners will only mark the number of responses requested within a question. For example, where a question asks candidates to 'give 5 reasons', only the first 5 responses will be marked.

When a question requires a specific number of responses, it is considered best practice to present this as a numbered list (1, 2, 3, 4, etc.). This helps ensure the candidate gives the correct number of answers and allows the examiner to find all the answers given. Where answers are included within a large paragraph, there is a greater risk that relevant points could be missed.

b. **Verbs**

A significant number of candidates continue to struggle with the differences between describe, outline, state, give, list, actions, etc.

While centres continue to advise candidates on this point, misunderstandings in this area are, at times, costing candidates 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 and is misunderstood by some candidates.

Please see the Chief Examiners Report for June 2026 for a full explanation of the above verbs

4. **Question Answers / Guidelines**

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**Case Study**

As before, all the examination answers are being published with the allocation of marks and any relevant explanatory notes.

Some training centres do request further clarification or explanation on certain questions, which we are happy to provide. However, it is hoped that providing the answers for each question will answer some, if not all, of your queries.

A substantial amount of quality assurance activity is undertaken to ensure that each examination paper is fair, balanced, and consistent across the series. This review continues through the question authoring, reviewing, scrutineering, Chief Examiner review and internal quality control stages.

An examiner standardisation meeting takes place following the exam, where a sample of marked candidate answers is compared to the mark scheme and, where necessary, refining of the mark scheme is carried out to address any anomalies identified during the initial phase of marking. Any amendments made following this process have been highlighted within this report.

We sincerely hope that this extra information will prove helpful to you all and your candidates.

**Guidance for all questions and answers**

The following is to help you better understand the excerpts provided from our mark scheme:

1. Anything in **bold type** is required to be part of the answer provided or at least wording that is very similar that leads the examiner in the same direction as to that in bold type.

2. On the questions below all the bold text highlights the important parts of the question that the candidate should have took on board when providing their answer.

3. Words included in the suggested answer that are not shown in bold are not mandatory. Their inclusion is optional and intended only as supportive or illustrative detail. The absence of these words does not affect the awarding of marks with a caveat that some wording may be necessary to ensure an outline/explanation answer is properly given.

4. Where the word "OR", or the symbol "/", is used between acceptable answers, the inclusion of any one of the listed options is sufficient for the award of the mark. If these options are provided separately within a candidate's response, they are treated as equivalent and only one mark may be awarded, as the responses are considered to address the same assessment point.

5. Where the mark scheme shows "1 + 1" and maybe more it means that marks were allocated to various parts of the answer such as:

a. in a costing question there could be marks for the workings and the answer with a mark awarded for the workings even if the final answer is incorrect

or

b. if the mark scheme shows a table with multiple answers in bold then each one will gain a mark if correct.

6. 'Marking Notes' such as "Mark the first 8 answers only" have been included for individual questions where appropriate.

This means that only the first eight responses provided by the candidate would be considered for marking. Any additional responses beyond this limit would be disregarded and therefore not awarded marks

7. If in the report it states that the question is a "copy / paste answer" then that means the information can be essentially copied from relevant training materials and then pasted in as the answer to the question paper.

8. Following on from item 7 above, especially for questions that require an answer of a regulation or part thereof, it should be quite conceivable that the wording is copied and pasted literally word for word in the question paper. This is what the examiners are marking against and any divergence from that will, very probably, earn a negative mark.

**Question 1**

You are to prepare a detailed schedule for a single-manned 7,499 kg GVW vehicle for one of the Wilvingham German Food Specialists Ltd delivery routes (Route 18).

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 the driver begins work at the operating centre and end when the vehicle arrives back at the operating centre.

**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.

**Total marks = 15**

This was a relatively straightforward driving schedule question that provided candidates with a good opportunity to gain marks.

Most candidates scored between 9 and 12 marks with the peak mark being 10 out of 15. 11 candidates scored 0 marks with 5 candidates achieving the full 15 marks.

Candidates were required to understand that attendance at a mandatory work-related training course is classed as other work. Some candidates allocated the full 4 hours as other work, despite the scenario indicating that a break was included within the course, while others recorded 3.5 hours for the course alongside a 30-minute break. Several other variations were also seen.

All the information required to answer this question is located within the case study and relevant training materials.

Some common mistakes found:

1. The case study not being read and understood clearly.
2. Combining the first two lines of the checks/cleaning/refuelling/paperwork with loading and then only giving one hour to achieve this. Stated in the case study the driver was given one hour to complete checks, cleaning, refuelling and paperwork and second one-hour time-period for loading.
3. Not loading the vehicle after the checks, etc (second line) and the marking then stopped. If the vehicle hasn't been loaded, deliveries would not be made.
4. Not understanding that a working time break was required at six hours of thirty minutes as the case study stated, only one break was allowed.
5. Writing tachograph mode only in the activity column. This is there to state what the driver is doing such as driving to the next point or putting loading or unloading as required.
6. Incorrect calculation of driving times.

A model answer is set out below:

Marking Notes:

1. Where a candidate gives an incorrect time, examiners should adjust subsequent times accordingly, provided that the duration of the following activity is correct.

2. If start time is incorrect on first line, marking stops.

3. Stop marking for:
a. Illegality
b. Failing to load the vehicle
c. Missing any delivery
d. Not complying with the working time break requirement as stated below

A working time break is required after 6 hours work (at 13:30 if correct). Stop marking if that break is only 15 minutes (only one break allowed, must be at least 30 minutes)

4. Unnecessary activities result in no mark for following line.

5. Candidates should avoid unnecessarily splitting driving periods, as examiners will not combine these periods to award a mark for an otherwise correct total driving time.

Decided on at scrutineering:

6. If checks, cleaning, refuelling, paperwork and loading are stated in the first line with a 2-hour period then give one mark.

7. If the first two activities (checks, cleaning, refuelling, paperwork and loading) are combined into a single line, award no mark for that line but continue marking, if loading is explicitly stated.

| ANSWER | | | | MARKS |
|---|---|---|---|---|
| **Start** | Times | **Finish** | **Activity** | 1 |
| **0730** | 1 hr | **0830** | **Checks** OR **cleaning** OR **fuelling** OR **paperwork** | 1 |
| **0830** | 1 hr | **0930** | **Load** | 1 |
| **0930** | 21 mins | **0951** | **Drive Midlands Deli** OR **Abottworthy** | 1 |
| **0951** | 5 mins | **0956** | **Deliver** OR **unload** | 1 |
| **0956** | 18 mins | **1014** | **Drive Bratwurst Central** OR **Bramsley** | 1 |
| **1014** | 5 mins | **1019** | **Deliver** OR **unload** | 1 |
| **1019** | 1 hr 14 mins | **1133** | **Drive Continental Delicacies** OR **Cairminster** | 1 |
| **1133** | 10 mins | **1143** | **Deliver** OR **unload** | 1 |
| **1143** | 30 mins | **1213** | **Drive John's Cheeses** OR **Lower Dornton** | 1 |
| **1213** | 10 mins | **1223** | **Deliver** OR **unload** | 1 |
| **1223** | 1 hr 7 mins | **1330** | **Drive Eurodeli** OR **Ellingbrough** | 1 |
| **1330** | 30 mins | **1400** | **BREAK** | 1 |
| **1400** | 17 mins | **1417** | **Drive Eurodeli** OR **Ellingbrough**<br>(Drive total = 1hr 24 mins) | 1 |
| **1417** | 5 mins | **1422** | **Deliver** OR **unload** | 1 |
| **1422** | 12 mins | **1434** | **Drive base** OR **operating centre** OR **Wilvingham** | 1 |
| **TOTAL MARKS** | | | | **15** |

**Question 2**

You believe that the German supplier is charging an excessive amount for its deliveries to Wilvingham German Food Specialists Ltd (WGFS).

Use the information provided in the case study to calculate the cost to WGFS of completing **ONE OF** these monthly journeys in its 18,000 kg GVW vehicle.

**Notes:**

- You MUST name each cost and show all your workings to the nearest 1p.
- You MUST calculate the total cost to WGFS in pounds **AND** convert that total to Euros, to enable comparison with the supplier's charge per delivery.

**Total marks = 13**

This was a very straight forward costing question which was answered well. Marks were spread across the whole range, with peak at 13. A total of 9 candidates scored 0 marks.

Some common mistakes found:

1. Failing to name each cost.
2. Joining various costs under running costs, working out a rate per km, adding them all together and then multiplying by the travel distance. Depending on the method used, this resulted in the loss of two or three marks.
3. Getting the travel distance wrong.
4. Not calculating the conversion from pounds to euros for the total cost. When converting from pounds to euros candidates need to divide the pounds by the conversion rate to get a euro answer. Remember that the euro amount will always be bigger than the pound amount.

A model answer is set out below:

Marking Notes:

1. One mark for each bold number, correctly labelled.

2. Additional mark for credible workings for depreciation, fuel costs and tyre costs (this additional mark INCLUDES credible workings correct except for distance).

3. Mark to be given for distance if it's stated within relevant calculations and not if already marked as a standalone total.

4. # Award marks for markup and total if correct for the candidate's total costs figure, if shown

| ANSWER | | | MARKS |
|---|---|---|---|
| **Named Item / Cost** | **Calculations** | **Total** | |
| Distance | 100km + 410km + 410km + 100km = | **1,020km** | 1 |
| Depreciation | £45,000 - £12,500 ÷ 5 years ÷250 days | £**26** | 1+1 |
| Standing costs | | £47.50 | Given |
| Drivers | 2 drivers x £185 | £**370** | 1 |
| Tyres | 6 tyres x £150 ÷ 30,000km x 1,020km | £**30.6**0 | 1+1 |
| Fuel | £1.44 ÷ 8km/litre x 1,020km | £**183.6**0 | 1+1 |
| Maintenance | £0.08 x 1,020km | £**81.6**0 | 1 |
| UK Tolls | | £40 | Given |
| European tolls | €70 x £0.85 | £**59.5**0 | 1 |
| Le Shuttle OR Eurotunnel fare | £274 x 2 trips | £**548** | 1 |
| Total in GBP | | **£1,386.8**0 | 1 |
| | | | |
| Total in Euros | | **€1,631.53** # | 1 |
| | | | |
| **TOTAL MARKS** | | | **13** |

**Question 3**

The case study describes Wilvingham German Food Specialists Ltd (WGFS) plans. These include the proposal for a joint venture with Belgium Foods Ltd and the acquisition of new 7,499 kg GVW delivery vehicles.

Outline EIGHT actions WGFS would have to take to satisfy the Traffic Commissioner as minimum operator licence requirements to allow the company to start operating the joint venture with Belgian Foods Ltd.

**Note:**
You should include in your answer any documents or items of information that the Traffic Commissioner may require the company to submit.

**Total marks = 8**

This question was designed to test a candidate's knowledge of operator licencing. In essence, it required candidates to understand that the existing Operator Licence needed to be upgraded to a Standard National licence with an increase in the number of vehicles.

All the information required to answer this question is located within the case study and relevant training materials, with 25 available answers to get 8 marks from.

A total of 19 candidates failed to achieve any marks on this question. The marks were spread across the whole range, with a peak at 5 marks (10 candidates). Only 3 candidates achieved full marks on this question.

Some common mistakes were:

1. Not understanding the requirements of the question.
2. Not using an appropriate action verb or writing the answer as a description.
3. Providing a list of items without linking them to an action. Whilst many of the items identified were correct, marks could not be awarded where no action was provided.
4. Stating only 'Send permission letter', or just 'send letter' (for what?), instead of 'send a letter from the landlord giving permission to park'.
5. Failing to identify the specific document required as evidence of financial standing.

Set out below is the model answer:

Marking Notes:

1. Mark first 8 responses only.
2. Answers must describe actions.
3. Actions to be the same or similar column 1.
4. Financial evidence must state a document.
5. No marks for any response that is not related to operator licensing such as employing drivers, etc.
6. #1 = only accept one of the options
7. #2 = only accept one of the options for directors
8. #3 = only accept one of the options for transport manager

| ANSWER | |
|---|---|
| **Action / Verb** | **Task** |
| Apply / Submit / Complete | application to upgrade **to a standard national operator licence** |
| Apply / Submit / Complete | Application to **add authorisation for** 12 **vehicles** |
| Apply / Submit / Complete / request | **Application interim direction** OR **licence** |
| Place / put / publish / insert | an **advert in local newspaper** (NOT a notice) |
| Submit / upload / send | whole page with **advert** |
| Submit / upload / send | **financial evidence** by using **certified accounts** OR **bank statements** OR **building society statements** OR **overdraft facility** (MUST state a document) |
| Appoint / promote | Transport Supervisor **to Transport Manager** #1 |
| Appoint / Employ / Recruit / Engage | a **transport manager** #1 |
| Apply / send / upload / notify | **application to add** a new **transport manager** OR **TM1** OR **Name** |
| Submit / upload / send / notify | **Road Haulage Transport Manager CPC** OR **TMCPC** |
| Disclose / inform / state / provide / divulge | any **convictions of** named **directors** |
| Submit / upload | **directors' declaration signed online** #2 |
| Post / send | original **printed and signed directors' declaration** #2 |
| Submit / upload / send / post | **directors' declaration** #2 |
| Disclose / inform / state / provide / divulge | any **convictions of** new **transport manager** |
| Submit / upload | **transport managers declaration signed online** #3 |
| Post / send | original **printed and signed transport managers declaration** #3 |
| Submit / upload / send / post | **transport managers declaration** #3 |
| Add / submit / provide / state / divulge | **maintenance provider** OR **lessors' details** |
| Submit / upload / send | **maintenance contract** with lessor |
| Submit / upload / send | **sample safety inspection sheet** |
| Submit / upload / send | **plan** OR **aerial view** OR **picture** OR **screenshot of operating centre** OR **Wilvingham site** |

| | |
|---|---|
| Pay / make payment | for **application fee** |
| Add / put / list / state | **vehicle registrations to operator licence** OR **VOL** |

**Question 4**

Wilvingham German Food Specialists Ltd (WGFS) may decide to collect goods from its German supplier, rather than pay for delivery.

In respect of the journeys from Cologne to Wilvingham:

a. Give the name of the international agreement that is likely to apply to this carriage of chilled perishable foodstuffs.

**(1 mark)**

b. Outline **EIGHT** requirements of the agreement relating to the refrigeration equipment fitted to WGFS's 18,000 kg GVW vehicle that WGFS must consider before and during its first collection from Cologne and delivery to Wilvingham.

**(8 marks)**

**Total marks = 9**

This question was designed to test a candidate's knowledge of Authority to Proceed (ATP) practices with all the required data to answer this question housed within any relevant training materials.

This question offered candidates the opportunity to achieve a high score, as all information required was readily available within the training materials.

A total of 44 candidates failed to gain any marks or only scored 1 mark on this question. The majority scored between 2 and 7 marks, with peaks at 4 and 5 marks. No candidates achieved full marks on this question.

Some common mistakes were:

1. The answers to this question could be found in the training materials. Candidates using the training materials would be able to answer this question fully.

Correct answers are set out on the next page for parts (a) and (b):

**Marking Notes (Part B):**

1. Mark only the first eight responses.

2. No marks for answers:
a. About trailers
b. #1 = for vehicle examination after 6 years (WGFS keeps vehicles for 5 years). This answer is valid to establish this

3. #2 = one or the other but not both

4. #3 = only 1 mark available for all such answers

| ANSWER | MARKS |
|---|---|
| **Part A** | 1 |
| **ATP** agreement OR **Agreement on the International Carriage of Perishable Foodstuffs** | |
| | |
| **Part B** | |
| Submit **vehicle** OR **equipment** for **testing** | 8 |
| **Testing must be by ATF** OR **DfT approved** OR **DVSA** OR **Competent Authority** | |
| **Test certificate** OR **GV229 valid** for 6 years - #1 | |
| **Carry examination certificate** OR **GV229** on vehicle / journey | |
| **Fit** OR **obtain certification plate** to vehicle | |
| Clearly **mark equipment** OR **fridge -** #2 | |
| **Mark equipment** OR **fridge** to **show classification -** #2 | |
| **Mark equipment** OR **fridge** to **show expiry date** | |
| **Check refrigeration unit** OR **recording unit** OR **gauge** is working or fitted/used | |
| **Maintain / check appropriate temperature** during trip | |
| **Check vehicle condition** OR **suitability** - #3 | |
| **Use appropriate equipment** OR **refrigeration** OR **refrigerator** OR **fridge** | |
| **Pre-cooling the load compartment to the required** carrying **temperature** before loading | |
| **TOTAL MARKS** | **9** |

**Question 5**

You must plan to replace the lorry drivers who are likely to retire. You intend to promote some of the current van drivers to fill such vacancies as they arise.

a. Describe SEVEN actions as minimum requirements that one of the 3,499 kg GVW van drivers would have to complete to allow them to drive one of Wilvingham German Food Specialists Ltd (WGFS) 7,499 kg GVW lorries on its delivery routes.

**(7 marks)**

b. Describe **TWO** further actions that this van driver would have to complete to allow them to drive one of WGFS's 18,000 kg GVW lorries, after they have obtained entitlement to drive one of the 7,499 kg GVW lorries on its delivery routes.

**(2 marks)**

**Total marks = 9**

This question assessed candidates' knowledge of the steps required to obtain category C1 and C driving licences.

Almost all information required to answer this question can be found within the relevant training materials, with some research required.

A total of 41 candidates failed to gain any marks on this question. The majority scored between 3 and 7 marks, with the peak mark being 4 out of 9. No candidates achieved full marks.

Part A of this question required 7 answers to be provided from the available 16 correct answers. Part B required 2 answers to be provided from the available 6 correct answers.

Some common mistakes for both parts were:

1. Not understanding the question.
2. Candidates put complete instead of pass in front of required tests.
3. Driver cannot complete D4 report; this needs to be completed by a doctor.
4. Candidates put apply for a category C1 or C driving licence when they are only applying for a provisional driving licence.

Set out below is a model answer:

**Marking Notes:**

1. Part (a) - Only the first 7 responses to be marked.
2. Part (b) – Only the first 2 responses to be marked.
3. Answers must outline actions and reasons must match the action.

| ANSWER | MARKS |
|---|---|
| **Part A** | 7 |
| **Pass medical** | |
| **Submit** form **D4** to **DVLA (**Note; No mark for "complete D4") | |
| **Complete form D2** | |
| **Submit form D2** to **DVLA** # | |
| **Submit photocard / Category B licence** or **Driving Licence** to **DVLA** # | |
| **Apply** for **provisional** entitlement to Category **C1** | |
| **Pass theory test** OR **multiple-choice test** OR **Module 1a** | |
| **Pass hazard perception test** OR **Module 1b** | |
| **Pass Driver Certificate of Professional Competence OR DCPC Case Study** test OR **Module 2** | |
| **Pass** practical **C1** off road OR reversing **test OR Module 3a** | |
| **Pass** practical **C1** on road OR forward driving **test OR Module 3b** | |
| **Pass Driver Certificate of Professional Competence OR DCPC Practical** test OR **Module 4** | |
| **Apply for digital tachograph** Driver **Card** OR **Driver Card** OR **Tacho Card** | |
| **Acquire** OR **carry Driver Qualification Card** OR **DQC** (NOT Driver CPC) | |
| **Pay** [relevant] fee (only 1 mark available for all fees) | |
| **Submit Test Pass Certificate to DVLA** | |

| | |
|---|---|
| **Part B** | 2 |
| **Complete form D2** | |
| **Submit** application **form D2 to DVLA** # | |
| **Apply to** DVLA for **provisional** entitlement to Category **C** | |
| **Pass** practical **C** off road OR reversing **test OR Module 3a** | |
| **Pass** practical **C** on road OR forward driving **test OR Module 3b** | |
| **Submit Test Pass Certificate to DVLA** | |
| **TOTAL MARKS** | **9** |

**Question 6**

Wilvingham German Food Specialists Ltd (WGFS) board of directors have some concerns about litigation costs and the costs of settling claims that may be made by other road users, employees and visitors to the company's premises, and for damage to vehicles and property.

For each of the events described below, state which insurance policy would indemnify the company against financial claims, as a minimum requirement.

**Total marks = 6**

This question was designed to test a candidate's knowledge on insurances that would be needed in running a transport company.

All knowledge required to answer this question correctly could be found in the relevant training materials, with some research required.

16 candidates failed to achieve any marks on this question, the majority scored between 2 and 6. The peak mark being 4 and 5 marks, with 15 candidates scoring each. 10 candidates achieved full marks.

Some common mistakes were:

1. Inputting answers into the wrong sections.
2. Providing comprehensive insurance but not providing what insurance was for
3. Providing third-party insurance but not providing what insurance was for

Set out on the following page is all available answer options.

Marking Notes:

1. Only mark the first response for each question

2. Do not accept just motor insurance

| QUESTION | ANSWER | MARK |
|---|---|---|
| An injury to a visitor to WGFS premises | **Public Liability** Insurance | 1 |
| Loss of company profits because of a catastrophic event at the operating centre | **Consequential Loss** OR **Business Interruption** Insurance | 1 |
| Damage to a WGFS lorry, in collision with a traffic island sign | **Comprehensive Motor** Insurance | 1 |
| An injury to an employee at WGFS premise | **Employers Liability** Insurance | 1 |
| An injury to a car driver caused by a collision with a WGFS lorry. | **Third** OR **3rd Party Motor** Insurance | 1 |
| Loss of own goods due to theft by an employee | **Fidelity Guarantee** Insurance | 1 |
| **TOTAL MARKS** | | **6** |

## Summary

The overall pass rate for this examination was low, with a substantial number of candidates achieving very low marks, particularly on Questions 3, 4 and 5. As noted earlier in this report, excluding candidates who scored 15 marks or fewer produces a higher pass rate. This highlights the effect that a group of low-scoring candidates can have on the overall pass rate when the examination cohort is relatively small.

Training centres are invited to provide feedback on the factors that may have contributed to the low overall pass rate and the particularly low scores on Questions 3 (Operator Licensing), 4 (ATP) and 5 (Driver Licences).

This examination covered three of the four core topic areas. Performance in these areas is summarised below:

Question 1 – Drivers' hours
Overall, 72.37% of candidates achieved more than 50% of the available marks. This was a positive result, although the driving schedule was relatively straightforward.

Question 2 – Costings
Overall, 61.84% of candidates achieved more than 50% of the available marks. This was a positive outcome, although the costing question was relatively straightforward.

Question 3 – Operator licensing
Only 44.79% of candidates achieved more than 50% of the available marks. This result is a concern, given the importance of operator licensing and the availability of relevant information in the training materials that candidates could use directly in their answers.

## Forthcoming Information

A new "Forthcoming Information" section will be introduced in the December 2026 Chief Examiner's Reports for both road haulage and passenger transport.

This section will provide training centres and candidates with advance notice of forthcoming additions and changes, allowing time to prepare for their inclusion in future examinations.

The first update is set out below:

1. TM1 will no longer be accepted as an answer to operator licensing questions. The paper form was withdrawn on 31 January 2025, and references to it will therefore be removed from the mark scheme. Applications to add or change a transport manager are now made through the Vehicle Operator Licensing (VOL) service.

Accordingly, answers such as "complete and submit a TM1 form" should be replaced with wording such as "nominate the transport manager through VOL". This wording is already accepted in the mark scheme.