

**Level 3 CPC (Certificate of Professional Competence) for Transport
Managers (Road Haulage)
June 2025**

**Examination Date – 6th June 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 is always the case, the pass mark for both the R1 (Multiple Choice) paper and the R2 (Case Study) paper was set as part of the Awarding process.

R1 Paper

The R1 (Multiple Choice) paper pass mark was set at 40 and 41.1% of candidates achieved this mark. 491 candidates sat this examination.

R2 Paper

The R2 (Case Study) pass mark was set at 31 and 48.3% of candidates achieved this mark. 437 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 were 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 answers being missed.

b) Verbs

As always there are 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.

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

- Give / state / identify
- Describe / outline / detail
- Explain / analyse

We also utilise the word **action** (to do something) which is also seemingly misunderstood. Please see the Examination Report for December 2024, for a full explanation.

4. Question Answers / Guidelines

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

Question 1

Jane Bickerstaff has asked you to review the adequacy of RFD's operator licences and to research the possibility of recruiting one or more external transport managers.

- a) With regard to the operator licences held by RFD, answer the following questions.
 - i) How many operator licences are required to be held by RFD?
(1 mark)
 - ii) What type of operator licence is RFD required to hold to cover its operations from the Hindfield operating centre?
(1 mark)
 - iii) What type of operator licence is RFD required to hold to cover its operations from its other operating centres as a minimum requirement?
(1 mark)
- b) You are aware that Ian Persimmon may be declared unfit to return to work.
 - i) State the maximum period of time that the Traffic Commissioner may use their discretion to allow a grace period before replacing the Transport Manager in these circumstances.
(1 mark)
 - ii) Give the minimum number of external transport managers with whom RFD would have to contract to replace Ian Persimmon if he cannot return to work.
(1 mark)
 - iii) Give the minimum number of hours that would have to be worked by any external transport manager(s) with whom RFD contracts to replace Ian Persimmon if he cannot return to work.
(1 mark)

This was a typical and straightforward operator licence question which should have provided the candidate an easy 6 marks.

The majority of candidates scored well achieving between 3 and 5 marks with the peak mark being 4 out of 6. 41 candidates got the full 6 marks.

Marks were lost for the following:

1. Incorrect calculation of the number of operator licences needed.
2. By deciding that a Restricted Operator Licence was needed when they are carrying other persons goods.
3. Not understanding that an extension to the normal 6 months grace period is available.
4. Not fully understanding external transport manager regulations
5. Giving a from / to for the number of hours when the question asked for a minimum number of hours only

Some typical correct answers were:

Part A (i) – 6 operator licences required

Part B (i) – 9 months

Question 2

RFD has decided to change route details for deliveries and collections to the four HFW warehouses for which you are responsible.

Use the information provided in the case study to complete the table below for the driver schedule for one round trip journey. Your schedule must start when the driver begins work at Hindfield and end when the vehicle has been unloaded back at that 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

(15 marks)

This was a typical and straightforward question requiring candidates to draft a simple single-manned driver schedule which wasn't answered that well due to many candidates making a simple mistake near the beginning.

Marks gained were quite spread out with most candidates scoring between 7 to 15 however the peak mark was 2 out of 15 due to the error listed in 1. 61 candidates got the full 15 marks.

Some common errors were:

1. Not understanding that a minimum of 45 minute break is required directly after a 4.5 hour drive. This was the main error and was quite unnerving that nearly a quarter of the candidates didn't seem to be aware of this. Unfortunately most then

got the schedule correct after that mistake, which for many cost them from passing the exam.

2. Not calculating driving time correctly.
3. Not scheduling a daily rest period at all or, as per the scenario, after 9 hours of driving time.
4. Not reading/following instructions correctly to state the destination for each driving period.
5. Not putting load or unload or for getting them the wrong way around
6. Not arriving at Barborough at the specified time listed in the scenario.

A correct schedule is shown below:-

| Start | Finish | Activity |
|-----------|-----------|---|
| (a) 0900 | (b) 0935 | (c) Checks / Load / Paperwork |
| (d) 0935 | (e) 1405 | (f) Drive to Moorlea |
| (g) 1405 | (h) 1450 | (i) Break |
| (j) 1450 | (k) 1500 | (l) Unload / Load |
| (m) 1500 | (n) 1540 | (o) Drive to Barborough |
| (p) 1540 | (q) 1600 | (r) Unload / Load |
| (s) 1600 | (t) 1652 | (u) Drive to Oulwich |
| (v) 1652 | (w) 1707 | (x) Unload / Load |
| (y) 1707 | (z) 1907 | (aa) Drive to Thornmoor |
| (bb) 1907 | (cc) 1927 | (dd) Unload / Load |
| (ee) 1927 | (ff) 2025 | (gg) Drive towards Hindfield / operating centre |
| (hh) 2025 | (ii) 0525 | (jj) Rest |
| (kk) 0525 | (ll) 0540 | (mm) Checks |
| (nn) 0540 | (oo) 0840 | (pp) Drive to Hindfield – operating centre |
| (qq) 0840 | (rr) 0850 | (ss) Unload |

Question 3

RFD has decided to change route details for deliveries and collections to the four HFW warehouses or which you are responsible.

Use the information provided in the case study to calculate the total cost to RFD of operating this route for one round trip, starting at Hindfield on a Monday.

(11 marks)

Notes: 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.

The majority of candidates scored very well achieving between 5 and 9 marks with the peak mark being 11 out of 11. 104 candidates got the full 11 marks.

Marks were lost for the following:

1. By not putting the Km notification when showing the trip distance
2. By not stating the cost name such as running costs, driver costs, total charge, etc
3. By not giving the answer to the nearest 1p

Some typical correct answers are (marks were given for each of the answers in bold):

| | |
|----------|---|
| Distance | $270 + 40 = 52 = 120 = 238 = $ 720km |
| Tyres | $£300 \times 6 \text{ divided by } 45,000\text{km} = $ £0.04 $ \times 720\text{km} = $ £28.80 |
| Fuel | $£1.35 \text{ divided by } 9 = $ £0.15 $ \times 720\text{km} = $ £108 |

Question 4

Jane Bickerstaff has asked you to produce an instruction to drivers about loading their vehicles safely.

**Describe EIGHT actions related to safety that RFD's drivers should take at the Hindfield operating centre BEFORE loading a vehicle.
(8 marks)**

Note: Your answers **MUST** describe actions related to loading the vehicle. Lists of vehicle items subject to a walkaround check will not earn marks.

This question was designed to challenge the candidates knowledge of checks to complete prior to loading a vehicle with all the answers listed in relevant training material and the guide titled 'Safety of loads on vehicles'.

The question asked for a description of an action which, albeit that the question was a virtual copy/paste from the aforementioned documents, wasn't that well answered. The majority of candidates scored between 2 and 6 with the peak mark of 5 out of 8. 10 candidates got the full 8 marks.

The main errors were:

1. Writing a list
2. Not doing a description or an action
3. Listing items to check at a daily driver vehicle walkaround check
4. Listing items to do after the vehicle was loaded
5. Being too vague in the answer i.e. Check load platform but not stating what for.

From an option of 17 correct answers the following are a sample:

1. Check weight of load
2. Ensure that the vehicle is suitable for the load

3. Check vehicle documents against vehicle gross weight and/or axle weights
4. Check that there are enough load restraints/straps

Question 5

Jane Bickerstaff has asked you to review a sample of the vehicle files held in the transport office in paper form and on computer servers and report any missing documents.

**Identify TEN documents or records that you would expect to find in the sample of RFD's vehicle files.
(10 marks)**

This was a typical and very straightforward document retention question that was fairly well answered with the majority of marks gained between 6 and 9 with the peak number of marks being 9 out of 10. 24 candidates got the full 10 marks.

All the answers could have been sourced from relevant training material or the DVSA Guide to Maintaining Roadworthiness.

All that was needed was a list of documents but some candidates wasted time by doing an outline for each answer.

Some common mistakes were:

1. Putting down 'details' instead of certificate i.e. 'Tachograph calibration details' instead of tachograph calibration certificate
2. Being too vague by just putting something like test certificate. For what?
3. Drivers Card downloads
4. Driver documents such as ADR certificate, Driving Licence, etc.

From an option of 26 correct answers the following are a sample:

1. MOT Certificate
2. V5C or Log Book
3. Tachograph calibration certificate
4. Defect reports
5. Tyre change record

Question 6

The DVSA Guide to Maintaining Roadworthiness (The Guide) provides information about transport operators' and drivers' responsibilities. This includes recommendations for actions that operators should take with regard to

their drivers' responsibilities. Jane Bickerstaff has asked you to study The Guide and produce a report.

**Outline TEN actions that RFD should be taking to ensure that their drivers comply with the recommendations in The Guide.
(10 marks)**

This question was designed to challenge the candidates knowledge of what operators would require their drivers to undertake and/or comply with to ensure that the company complies with current regulations.

This was a slightly different style of question but nonetheless still fairly straight forward with all the answers in relevant training materials and The Guide. It is something that a transport manager would have to deal with and implement / make sure is in place.

However, unfortunately, it was quite badly answered which is concerning in that candidates didn't know the answers or know how to find the answers. The majority of marks gained were between 1 and 3 with the peak number of marks being 0 out of 10. 0 candidates got the full 10 marks.

Some common mistakes were:

1. Not following the requirement of the question – Outline 10 actions
2. Writing a list with no actions such as provide, keep, review, require, make drivers aware of, etc.
3. Giving answers that should be completed by the company and not the drivers.
4. Providing a list of items that would be on a vehicle check report

From an option of 20 correct answers the following are a sample:

1. Make drivers aware of their legal responsibilities
2. Require drivers to sign a confirmation of their responsibilities
3. Provide training
4. Provide time to carry out the checks
5. Carry out gate checks