

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

Examination Date – 24th April 2026

Senior Examiners 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 on the Skills and Education Group Awards website.

2. Exam Results

As always, the pass mark for the R2 (Case Study) paper was set as part of the Awarding process completed by examiners and S&EG quality.

R2 paper

The pass mark for this paper was set at 30, with 14 (18.2%) candidates achieving this mark.

78 candidates sat this examination.

This pass mark seems to be very low, even though the paper was a typical exam paper that essentially had 4 'copy/paste' questions where the answers could very easily be copied from relevant training materials.

At the Awarding Meeting, this low pass rate was discussed, and we feel that it was potentially due to either: -

1. Candidates doing a retest and not completing any refresher training or revision
2. A large number of self-taught candidates
3. A lack of suitable training, be that a full course or refresher training on offer or being undertaken by the candidate.

It would be interesting to hear from the training centres what your thoughts on this are.



3. Important Notes

As this was an online paper only I think that a fair amount of the normal information can be dispensed with.

3.1 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!

3.2 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.

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 but 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; 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

4.1 Case Study

As per all the March 2026 Chief Examiner Report, where a full set of answers was given rather than a sample of answers, it has been decided to do the same again for this exam. I sincerely hoped that this extra information does help you all in one way or another.

Some training centres do ask for further confirmation/explanation on various questions which we are happy to provide.

As per the March 2026 exam all the examination answers are published with the allocation of marks and any relevant explanatory notes.

A substantial amount of quality assurance work is undertaken to ensure that each examination paper is fair, balanced, and consistent across series. This includes, at the standardisation stage, reviewing and, where necessary, refining the mark scheme to address any anomalies identified during the initial phase of marking. Where applicable, such adjustments have been highlighted within this report.

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

4.2 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 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 taken 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 Marks column states, "Mark the first 8 answers only", 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.
6. 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.
7. Examiner notes have been included for individual questions where appropriate

Question 1

Walvingham White Goods Wholesalers Ltd is to schedule its driver (Richard) to deliver an unladen semi-trailer to Folkestone and return to Walvingham with a laden semi-trailer.

Use the information provided in the case study to complete the table below for the driver schedule for this round-trip journey. Your schedule must start when

Richard begins work at Walvingham and end when the driver has completed paperwork.

Notes:

You MUST show a start time, a finish time and a clear description for **each activity separately**

Tachograph symbols are **NOT** accepted

You MUST show the destination for all driving periods

(12 marks)

This question was a straightforward schedule designed to test candidates' knowledge of driver's hours that required candidates to arrive at Folkestone, swap trailers for two tractor units and then drive back to Walvingham. This question wasn't that well answered, to be honest.

Scarily, 22 (28%) candidates scored 0 marks. Marks were spread evenly from 1 to 12 with the peak mark being 8 out of 12. Only 9 candidates (11.5%) scored the full 12 marks.

Some common mistakes were:-

1. Not gathering the relevant information from the case study.
2. Not following what the question asked for.
3. Miscalculating the correct start time.
4. Not calculating driving time correctly.
5. Not taking a break directly after driving the 4.5 hours to Folkestone and then the 4.5 hours of driving back to Walvingham.
6. Not uncoupling the trailers at Folkestone first before coupling back up to the trailers.
7. Putting a pictorial representation of the tachograph mode rather than writing it.

Candidates who did not use the 24-hour clock were still awarded marks if they bothered to make clear that it was pm and not am.

Set out below is the model answer.

Answer Notes: -



1. If the schedule becomes illegal, marking stops. This has the potential to occur on the first line if the schedule started before 1700hrs. 11 hours daily rest required!!
2. The time column is not required in the exam but is there to assist the examiners when candidates calculate times incorrectly.
3. If the times are incorrect but the duration is correct, the mark is still awarded, and marking continues.
4. Unnecessary activities result in no mark for the following line.
5. If the trailers were not uncoupled first prior to coupling up, then marking stopped. There were variances applied to this part of the schedule.

ANSWER				MARKS
Start	Finish	Times	Activity	
1700	1715	15	Vehicle check	1
1715	1725	10	Couple / Check trailer	1
1725	2155	4.5hrs	Drive Folkestone	1
2155	2240	45	Break	1
2240	2245	5	Uncouple trailer 1 OR 2	1
2245	2250	5	Uncouple trailer 2 OR 1	1
2250	2300	10	Couple trailer 1 OR 2	1
2300	2310	10	Couple trailer 2 OR 1	1
2310	0340	4.5hrs	Drive Walvingham	1
0340	0425	45	Break	1
0425	0430	5	Uncouple	1
0430	0435	5	Paperwork	1
TOTAL MARKS				12



Question 2

Walvingham White Goods Wholesalers Ltd.'s Managing Director has proposed that the vehicles be double-manned on journeys to and from Italy, noting that WWGW has never operated double-manned vehicles before and that the company must research the multi-manning drivers' hours rules

Outline **SIX** provisions of Regulation 561/2006 that specifically relate to multi-manning vehicles.

Note: Provisions of Regulation 561/2006 that also applied to single-manned operations will not earn marks
(6 marks)

This question was designed to further test the candidates' knowledge of a double manned trip requirements that are listed in the stated regulation.

In theory, this should have given candidates a fair number of marks, but unfortunately, it wasn't that well answered.

Worryingly, 17 candidates (21.8%) achieved 0 marks, with most candidates scoring between 2 and 4 marks, with the peak mark being 3 out of 12. Only 1 candidate managed to score the full 6 marks.

Some common mistakes were: -

1. NOT reading the question properly and including information that was already stated in the case study or stating answers that applied to record keeping (Regulation 165/2014).
2. Not understand/know basic driver's hours requirements for a double manned operation.
3. Quoting answers that are also applicable to a single-man journey, which was against the instruction in the Note section.

Set out below is the model answer.

Answer Notes: -

1. Only the first six answers provided were marked



2. Answers that said "Multi-manned drivers must:" followed by a list of what the 'must' involves were accepted.
3. There was an option of 9 answers to gain the full 6 marks.
4. Lists of answers that are not outlines were not accepted.

ANSWER	MARKS	NOTES
<i>Multi-manned drivers must...</i>		Mark first SIX responses only accept answers that begin with an outline like 'Multi-manned drivers must:' followed by a list of what the 'must' involves. Do not accept lists that are not outlines
Take at least 9 hours daily rest...	1	
... in every 30-hour period	1	
Not to exceed the daily duty time of 21 hours	1	
Not exceed 20 hours driving between them OR 10 hours driving <u>each</u> in a day OR between daily rest periods	1	
There must be at least two drivers in the vehicle throughout each journey...	1	
...except for the first hour...	1	
...available to drive	1	
Breaks may be taken in a moving vehicle	1	
First 45 mins of a POA period may be classed as a break for the non-driver	1	
TOTAL MARKS		6



Question 3

Walvingham White Goods Wholesalers Ltd has two articulated lorries that collect stock from Italy.

Use the information provided in the case study to calculate the total weekly cost to WWGW of the two journeys to Italy that are completed.

Notes:

- You MUST name each cost, showing tractor units and trailers separately; **give a weekly total for each type of cost**; and give the total weekly cost.
 - You MUST show all your workings to the nearest 1p
- (15 marks)**

This was a typical straightforward costings question that wasn't well answered. This really should have gained candidates all, if not close to full marks. There were 8 easy marks available.

Again, worryingly, 16 candidates scored 0 marks. The rest of the marks were spread fairly evenly throughout the candidates, with the peak mark of 8 and 9 out of 15. Only 2 candidates (0.03%) managed to score the full 15 marks!

Candidates are reminded that when doing the currency conversion, they either multiply or divide. If the method used answers more pounds sterling than Euros, they have used the wrong method

Some common mistakes were: -

1. Not showing the workings.
2. Failing to clearly identify or name the cost!
3. Not completing depreciation or other standing costs for both the tractor unit and the trailer.
4. Combining items together when the question asked for a weekly total for each type of cost.
5. Not putting the total weekly cost.
6. Only costing one trip and not two.

Set out below is the model answer.



Answer Notes: -

1. Variations were given in the awarding of marks for the depreciation and other standing costs due to different ways of answering the question.
2. Marks were allocated for credible workings for the vehicle tyres and the trailer tyres.

Due to the complexity of the different calculations that were available for the leasing, depreciation, other standing costs, and the fact that some candidates worked it out as one vehicle and then doubled the total at the end, set out below is an example of a correct answer.



ANSWER			MARKS
Cost Type	Calculation	Totals	
Leasing vehicles	$\text{£}22,020 / 260 \times 3 \text{ days} \times 2 \text{ trips}$	£508.15	1
Depreciation trailers	$\text{£}2,250 / 260 \times 3 \text{ days} \times 2 \text{ trips}$	£51.92	1
Other standing costs vehicles	$\text{£}15,000 / 260 \times 3 \text{ days} \times 2 \text{ trips}$	£346.15	1
Other standing costs trailers	$\text{£}2,400 / 260 \times 3 \text{ days} \times 2 \text{ trips}$	£55.38	1
Drivers	$\text{£}180 \times 3 \text{ days} \times 2 \text{ trips}$	£1,080	1
Tyres vehicles	$\text{£}2,400 / 40,000\text{km} \times 2,000\text{km} \times 2 \text{ trips}$	£240	1+1
Tyres trailers	$\text{£}1,600 / 40,000\text{km} \times 2,000\text{km} \times 2 \text{ trips}$	£160	1+1
Fuel	$2,000\text{km} / (100 / 10) \times \text{£}1.30 \times 2 \text{ trips}$	£520	1
Maintenance vehicles	$\text{£}0.15 \times 2,000\text{km} \times 2 \text{ trips}$	£600	1
Maintenance trailers	$\text{£}0.04 \times 2,000\text{km} \times 2 \text{ trips}$	£160	1
Le Shuttle	$\text{£}340 \times 2 \text{ trips}$	£680	1
Overnight	$\text{€}50 \times 0.87 \times 2 \text{ people} \times 2 \text{ trips}$	£174	1
Total Cost		£4,575.60	1
TOTAL MARKS			15



Question 4

Walvingham White Goods Wholesalers Ltd.'s Managing Director would like to start operating loaded vehicles on outward journeys within the next two months, as described in the case study.

Describe the actions related to operator licensing that the company must complete before it can start carrying such loads on journeys to Italy.

Note: - Marks will be awarded for correct actions and details related to those actions

Only the first **TWELVE** actions or details will be marked
(12 marks)

This question was designed to test the candidates' knowledge of operator licence requirements for the company stated in the case study.

In theory, this should have given candidates a fair number of marks, but unfortunately, it wasn't well answered at all. This was a virtual 'copy/paste' question with all the answers in the relevant training material.

Unbelievably, 29 candidates (37%) achieved 0 marks with most candidates scoring between 2 and 3 marks, with the peak mark being 2 out of 12. No candidates managed to score 7 or more marks.

Some common mistakes were: -

There are no real common mistakes to list for this question apart from an overarching conclusion that candidates do not understand operator licence requirements or not able to relate what requirements are needed for a company that is upgrading their operator licence from a restricted operator licence to a standard international operator licence.

Set out below is the model answer.

Answer Notes: -

1. Only the first 12 answers would be marked.
2. Financial standing – MUST state a document. Just putting "Prove financial standing" is not good enough.
3. There was an option of 14 answers to gain the full 12 marks.



ANSWER	MARKS
Apply to the Traffic Commissioner for London & South East OR VOLS to upgrade to a Standard International	1
Prove financial standing by submitting accounts, Bank statements OR Building society statements OR overdraft facility	1
Prove £27,800 funds still in the West Midlands traffic area	1
Prove good repute by disclosing convictions	1
Prove effective establishment by demonstrating that at least one vehicle is available and by showing that the company has drivers in proportion to fleet size.	1
Appoint a transport manager with international CPC	1
Submit TM1 OR notify transport manager's details OR name	1
Submit CPC	1
Apply for interim authority OR direction	1
Pay fee	1
Return orange vehicle discs	1
Place green vehicle discs in vehicles	1
Apply for UK Licence (s) for the community	1
Place certified copy of licence for the community in vehicles	1
TOTAL MARKS	12



Question 5

Walvingham White Goods Wholesalers Ltd's sales team has reported a recent increase in customers returning goods because they were delivered damaged.

Outline **NINE** actions that the warehouse operatives at Walvingham should take BEFORE they start to load vehicles for customer deliveries.

This question was designed to test the candidates' knowledge of what to check prior to loading a HGV. Again, this was an easy 'copy/paste' question with the answers in relevant training materials.

In theory, it was possible for a sizeable amount of, if not all, marks to be gained. Unfortunately, this question wasn't that well answered at all. 12 candidates got 0 marks, with the majority of candidates scoring between 23 and 6 marks, with the peak mark being 5 out of 10. No candidates managed to score 7 or more marks.

Some common mistakes were: -

1. Not reading the question properly.
2. Providing answers for actions to take after the lorry had been loaded.
3. Not writing an outline answer
4. Not giving an action verb

Set out below is the model answer.

Answer Notes:-

1. Mark the first nine responses only.
2. There was an option of 18 answers to gain the full 9 marks



ANSWER	MARKS
Refer to Safety of loads on Vehicles	1
Check that vehicle is suitable for the load	1
Check loading documents against vehicle gross weight	1
Check loading documents against axle weights	1
Check load platform for damage	1
Check bodywork for damage	1
Check anchorage points for damage	1
Check restraints are sufficient OR enough	1
Check restraints are undamaged OR in good condition	1
Check restraints are suitable	1
Check pallets are undamaged OR in good condition	1
Report any issues	1
Check condition of packaging	1
Check condition of load	1
Check/ensure safe working environment OR load area is in good condition OR loading area free from debris/trip hazards	1
Check headboard for damage	1
Check / develop a Loading Plan	1
Check vehicle is on level ground	1
TOTAL MARKS	9



Question 6

Walvingham White Goods Wholesalers Ltd's transport clerks manage record-keeping for the company's fleet.

Give the minimum time that the following records must be retained and be readily available for examination by enforcement officers.

Driver's hours records - (under Regulation 561/2006)
(1 mark)

Vehicle safety inspection records - (under operator licence undertakings)
(1 mark)

Driver vehicle walk-around check reports showing 'nil defects'
(1 mark)
(under DVSA recommendation)

Drivers' working time records
(1 mark)
(under The Road Transport (Working Time) Regulations 2005)

Thorough examination records for forklift trucks
(1 mark)
(under the Lifting Operations and Lifting Equipment Regulations 1998)

Records required because the company places electronic and electrical equipment onto the market in the UK
(1 mark)
(under the Waste Electronic and Electrical Equipment Regulations 2013)
(6 marks)

This question was designed to test a candidate's knowledge of record-keeping requirements. In theory, it should have earned candidates an easy 6 marks. This is another virtual 'copy/paste/' question with 5 of the answers easily available in relevant training materials.

Yet again, this question wasn't that well answered at all. 16 candidates (20.5%) got 0 marks, with the other candidates scoring between 1 and 4 marks, with the peak mark being 1 out of 6. No candidates managed to score 5 or more marks.

Some common mistakes were:-

There were no real individual common mistakes, but a covering problem that candidates did not actually know the answers to some very basic requirements.



Set out below is the model answer:

QUESTION	ANSWER	MARKS
Driver's hours records	1 year OR 12 months	1
Vehicle safety inspection records	15 months OR 1 year 3 months	1
Driver vehicles walk around check reports showing 'nil defects'	3 months	1
Drivers' working time records	2 years OR 24 months	1
Thorough examination records for forklift trucks (under LOLER)	Until the next report	1
Records are required because the company places electronic and electrical equipment on the market in the UK	4 years OR 48 months	1
TOTAL MARKS		6