

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

**Examination Date – 10<sup>th</sup> March 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 within the Skills and Education Group Awards website.

713 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 49.4% 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 38.40% of candidates achieved this mark.

Many of the general comments given below are unfortunately having to be repeated in successive reports. We are still finding that centres are encouraging 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 and a consequence of this is the possibility they may not be matched to a candidate and not be marked.

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. I observed a few instances in this examination where candidates had rewritten an answer, but not crossed one out.

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 black ink. An increasing number of candidates are writing their answers in pencil.

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**

**The case study describes WTL's plans for a new operating centre in Swindon. The company will have to take some actions with regard to operator licensing.**

**Outline TEN actions that WTL must take to ensure that the proposed operations from Swindon are authorised by an operator licence.**

**Note: You are NOT required to provide form numbers in your answer.**

The text of questions often demands an answer which outlines the 'actions' that should be taken in a particular scenario. Where 'actions' are asked for, the answer must contain a verb. (an action word). Examiners continue to find many instances where candidates have not outlined any actions, but simply listed a number of documents or criteria with no indication of what should be done with them. I would repeat also at this point, that one or two-word answers do not constitute an outline and that a whole sentence is required where an outline or description is demanded.

For example, simply writing 'Financial Standing' or 'Maintenance Contract' does not outline any action.

Many candidates are still giving form numbers in their answers, although the notes to the question clearly state that they are not required. Since paper-based applications are no longer accepted by the Central Licensing Office, form numbers have no relevance.

Some typical correct answers are given below.

Apply for new operator licence
Place advert in local newspaper
Submit transport manager details OR certificate
Submit/Upload copy of advert
Submit plan or sketch of site
Submit maintenance contract
Submit financial information

## Question 2

WTL must schedule one driver to complete the first journey in April 2023, collecting goods in Peterlee and delivering them to Derby, using one of the company's new 18,000kg GVW lorries.

Use the information provided in the case study to complete the table below. Your schedule must begin when the driver starts work at the Walvington operating centre and end when the driver has arrived at the Swindon operating centre.

### Notes

You **MUST** show each activity separately, including a start time, finish time, a clear description of the activity and the tachograph mode to be used for each time period.

You **MUST** show a destination for each driving period.

This was a straightforward driver schedule, requiring candidates to work all activity times backward from the 1430hrs unloading time in Derby (which was given in the case study). The question was generally well answered, with 27% of candidates gaining all of the available 12 marks. 61% of candidates gained at least 6 of the available 12 marks. Apart from the few candidates who incorrectly calculated driving times, the only other errors were either to combine different activities into one line, thereby losing marks, to omit the break in the journey from Derby to Swindon, or to fail to give the destination for each driving period as was specifically demanded in the notes to the question.

Correct Schedule is given below.

Start Time	Finish Time	Description of Activity	Tachograph Mode
0655	0705	Checks	Other work
0705	0715	Drive fuel station	Driving
0715	0725	Fuel OR other work	Other work
0725	0745	Drive Peterlee	Driving
0745	0805	Load	Other work
0805	1205	Drive Derby	Driving
1205	1250	Break	Break OR Rest
1250	1430	Drive Derby	Driving
1430	1450	Unload	Other work
1450	1740	Drive Swindon	Driving
1740	1825	Break	Break OR Rest
1825	1925	Drive Swindon	Driving

### Question 3

**WTL is to submit a quote to its customer for collecting goods in Peterlee and delivering them to Derby.**

**Use the information provided in the case study to calculate the price to be quoted to the customer for ONE collection and delivery.**

**Notes:**

**You MUST show all your workings and name each cost.**

**You MUST show a total for each cost separately.**

**You MUST show all costs to the nearest 1p**

Another well answered question with 46% of candidates gaining at least half of the available 12 marks. The one common error was to use the wrong distance with which to calculate the running costs. The case study stated that although goods for this customer were being moved only from Peterlee to Derby, the client would be charged for the whole journey through to Swindon. The distance from Peterlee to Derby was only 340km but the whole journey from Peterlee to Swindon was 600, so a distance of 600km should have been used in the running cost calculation. The only other error by some candidates was to omit the mark-up calculation.

For candidates who had incorrectly calculated the operating cost, but then correctly calculated the mark-up on that cost, a mark was given for the mark-up amount.

A correct calculation is shown below.

Depreciation	$\text{£}80,000 \times 15\% / 200$	£60
Standing costs		£100
Driver wages		£150
Tyres	$\text{£}2,200 / 55,000\text{km} \times 600\text{km}$	£24
Fuel	$\text{£}1.67 / 10 \times 600\text{km}$ OR $600 / 10 \times 1.67$	£100.20
Maintenance	$\text{£}0.12 \times 600\text{km}$	£72
Total cost		£506.20
Mark-up OR profit	$\text{£}506.20 \times 15\%$	£75.93
Charge OR Price		£582.13

### Question 4

The case study describes the work completed by five drivers during a week in February 2023. You suspect that the instructions issued by Tony Price resulted in all or some of these drivers committing drivers hours rules and/or working time offences.

Use the information provided in the case study to identify NINE such offences.

**Note:**

**For each offence that you identify, you MUST name the driver concerned, state which day the offence was first committed and outline the nature of the offence.**

This question was not well answered with only 12.5% of candidates gaining at least 5 of the available 9 marks. Candidates were required to examine the outline schedule for 5 drivers for the previous week, and while, from the information given, it was not possible to determine every possible infringement that might have occurred, it was possible to identify at least 9. In fact, just one driver, Chris, had committed 5 offences.

Some candidates lost marks through not stating the day on which the offence occurred and many more lost marks through giving vague answers which did not outline the nature of the offence. Answers such as 'Exceeded drivers' hours' or 'Worked too many hours' did not attract any marks.

While it is accepted that this was a time-consuming question, there were other questions in the paper which could have been answered in much less than the nominal 2-minutes per mark average.

Nine correctly identified offences are given below.

Andrea	Saturday	Insufficient daily rest OR reduced daily rest more than three times
Chris	Sunday	Drove more than 9 hours for third time
Chris	Sunday	Insufficient daily rest
Chris	Sunday	Insufficient weekly rest
Chris	Sunday	Drove more than 56 hours
Chris	Saturday	Worked more than 60 hours
Davina	Friday	Insufficient daily rest
Davina	Saturday	Insufficient driving breaks
Eddie	Sunday	Insufficient weekly rest

### Question 5

**You are considering taking action to dismiss Tony Price on the grounds of incompetence.**

- (a) Outline FIVE steps that WTL would have to take to enforce its disciplinary procedure, resulting in Tony Price being dismissed.**
- (b) Outline THREE actions that Tony Price could take if he is dismissed from WTL and is unwilling to accept that decision.**
- (c) If Tony Price is dismissed from WTL in March 2023, how many weeks' notice is the company required to give him, if any?**

48% of candidates gained at least half of the available marks in this question. Candidates should have been able to extract and rewrite the relevant information from their training notes, since all good sets of notes do contain the necessary information required to be able to correctly answer this question.

### Question 6

**WTL requires its drivers to assist with all vehicle loading and unloading activities.**

**With regard to a vehicle to be loaded at one of the company's operating centres, outline EIGHT actions that you will instruct the drivers to take after completing a vehicle walkaround check and before starting to drive.**

**Note:**

**Only answers that relate to drivers' actions connected with loading of vehicles will be accepted.**

A large number of candidates did not attempt this question, suggesting that they ran out of time. This demonstrates the importance of time management in the examination, as the 50% of candidates who attempted it, gained at least 4 of the available 8 marks, indicating that it was a relatively easy question.

The common error was to disregard the instructions given in the question and not give ACTIONS or to give actions not relevant to loading of vehicles. A further common mistake was to ignore the fact that WTL only owns box-bodied vehicles. Answers relating to curtain-side vehicles or to trailers were not credited with marks.

**Chief Examiner  
22<sup>nd</sup> April 2023**