



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

Examination Date – 5th June 2026

Chief Examiners Report

1. Scope

The report below is intended to provide tutors and candidates with guidance on the most recent examination and to support preparation for future examinations. It aims to explain how candidate responses were assessed and where marks were awarded or not awarded within this examination. This report should be read alongside any additional guidance provided on the Skills and Education Group Awards website.

2. Exam Results

In a slight change to the past process, the R1 (multiple-choice paper) will have a fixed pass mark of 42 out of 60 (70%), unless adjustment is required due to extenuating circumstances.

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.

R1 paper – multiple choice

The pass mark for this paper was set at 42, with 272 (51.1%) candidates achieving this mark. This result is a significant increase (16%) from the March 2026 series.

A total of 532 candidates sat this examination.

R2 paper

The pass mark for this paper was set at 32, with 312 (64.9%) candidates achieving this mark.

This is a significant increase (23%) from the March 2026 series.

A total of 484 candidates sat this examination.



3. Important Notes

Many of the comments below are a repeat of previous reports. It would be appreciated if all Centres concerned could take the following comments on board and implement them as best as possible.

3.1 Answer writing

As a reminder to candidates and any new examination centre, it clearly states on the front of the answer booklet that candidates **must** write their answers in ink with no exceptions. This is also reiterated by invigilators to candidates at the beginning of the examination. If any answer booklets are received with answers written in pencil by the candidate, they will **NOT** be marked.

Can all centres please continue to check that all candidates only have pens at the exam to eliminate this practice in future.

However, I am pleased to report that this issue no longer appears to be occurring. Thank you to all those involved for their efforts in bringing about this improvement.

3.2 Loose sheets of paper

This has improved significantly. However, there remain instances where loose sheets are being used unnecessarily, despite the two spare pages at the end of the answer booklet not having been used. The use of loose sheets should be limited to occasions where they are genuinely necessary.

This helps alleviate the risk of the sheets becoming detached from the relevant answer booklet, which may result in them not being received by the examiner or the answers being missed during marking.

If loose sheets are required due to a candidate using all the spare pages at the back of the answer booklet, 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 candidate's answer booklet.

3.3 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.



3.4 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.

However, where a response has been clearly crossed out, it will not be marked by the examiner. If a question is continued or rewritten elsewhere, a clear annotation **MUST** be provided to direct the examiner to the correct location.

Where a response has NOT been crossed out, and there is NO annotation to indicate the location of an alternative response, the examiner will mark what is written against the question and **NOT** the alternate answer.

The above is something that we urge training centres to instil within their candidates to eliminate this issue.

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 continues to be misunderstood by some candidates. In-depth guidance is provided below:



a) Give / state / identify

These are the least demanding of the command words. They do not require a full explanation or a very detailed description BUT they do require the candidate to select the right information / knowledge and demonstrate it straightforwardly. These questions might also be phrased, 'What documents...' or 'What items...' and answers may need more than a couple of words to make them item specific.

For example, 'Give FOUR documents that must always be carried on the vehicle outside the UK'.

- x community licence isn't specific enough, because what actually must be carried is
- ✓ a certified copy of the community licence.

For example, 'Give three pieces of information on the driver daily vehicle check sheet'.

- x The date isn't specific enough for a check sheet but the
- ✓ date of vehicle inspection or date of fault rectification is.

For example, 'Give FIVE actions that a driver should carry out on his load'.

- x Restraints is not action; even suitable restraints is not action but
- ✓ check restraints are suitable for the load IS an action!

Caution! Check what comes after the give/state/identify. Don't let verbs like 'give', 'state' or 'identify' hide what the rest of the question asks for. 'Identify' is used to signify that the simplest item of information is required. With the open book format, marks are rarely given for very simple items that can come straight out of a book. Now, when we use 'identify', we are asking the candidate to engage in a thought process and give us the result of that.

For example, 'Identify where the plan does not meet the requirements of the legislation'.

- x The answer to this is not just 1st week but could be
- ✓ The gap between inspection periods (the 1st week of January and the 3rd week of March) is too long.

b) Describe / outline / detail

These verbs ask candidates to do more than just give a simple answer. A broad definition of each of them is, 'characterise, give the main features or various aspects of, summarise'.



We expect candidates to give details or a description.

A few words or a list will not be enough. Candidates should ask themselves ‘HOW?’ and make sure that those details are covered in their answer

For example, ‘Describe TEN defects that would render the tyres illegal’.

- x Cuts is not a description. Neither is Wear. (Think: HOW? would each item render the tyres illegal)
- ✓ ‘Cuts in the tyre in excess of 25 mm’ or ‘Wear deep enough to expose the ply or cord’ give a description – they contain detail.

Caution! Beware of using ‘ensure’ as the verb in responses. Usually ‘check’, ‘prove’, ‘submit’ or ‘provide’ etc. will outline actions more appropriately.

c) Explain / analyse

These verbs indicate the most challenging kind of question; they ask for depth, reasoning and judgement. A definition of this command is, ‘define, offer reasons for or a cause of, justify’. We expect candidates to do more than just describe in their answers. Instead, they must go into thorough detail AND, where relevant, give reasons.

Not all ‘Explains’ require reasons BUT candidates must still go into detail AND answer the question. They should ask themselves ‘WHY?’ and make sure the ‘BECAUSE’ is covered. Candidates should check what they are supposed to be explaining (a reason? process?) and make sure that question is answered.

Answers to this type of question need to be full sentences that provide in-depth detail. If a question asks for a process or steps, then that is what is required for the marks.

For example, ‘Explain how NINE additional or higher costs could arise as a result of carrying out international journeys’.

- x Tolls. does not EXPLAIN how a higher cost arises does not give details
- ✓ Tolls can create higher costs (WHY?) because many motorways in Europe charge tolls, unlike the UK where there is only one toll motorway.

For example, ‘For the criteria of financial standing, explain what SEG will need to demonstrate to the Traffic Commissioner’.

- x £8000/£4500 does not EXPLAIN – does not go into detail
- ✓ SEG will need to show that it has (details) £8000 for the first vehicle and £4500 for every other vehicle (WHY?) because it has to demonstrate that there is enough money to keep the vehicles in a fit and serviceable condition.



DON'T FORGET to look at what comes after the verb:

- State which
- Calculate whether or not
- Explain how
- Explain why

This is part of the question. If candidates miss this, they may be answering the wrong question and losing opportunities to gain marks.

d) Actions

This requires the candidate to include a verb in their answer that shows that someone is going to do something, or has done something, or that something has or is going to happen.

The action could be quite short, but actions in a question are normally added to any of the above.

Examples of actions are: submit, apply, pay, install, provide, place, send, obtain, etc.

For example, State FIVE actions SEG must take for their Operator Licence application

- x financial evidence. This does not give an action
- ✓ Submit financial evidence



4. Question Answers / Guidelines

Multiple Choice Paper

The number of candidates passing this paper has increased, which is positive. However, more work is still required to improve this further. Let's aim for a 60% pass rate by the end of 2026.

The correct answer for each question scored highly overall. However, a significant number of questions were answered incorrectly, either because candidates did not know the answer or had misunderstood the question. Additional practice may therefore be beneficial.

Almost every question was answered correctly by 50% or more of the candidates, although some questions were not answered as well.

Question Spotlight (New Section)

This section has been added to help identify one or two questions where candidate performance was lower than expected.

Question 1

Alex works alone, operating one rigid goods vehicle. Which of the following are likely to be advantages to Alex of employing a mechanic and maintaining the vehicle in-house?

1. *Lower vehicle maintenance costs*
 2. *Greater control over vehicle maintenance*
 3. *Improved availability for vehicle repairs*
 4. *Tighter control over vehicle maintenance costs*
-
- A. *1, 2 and 3 only*
 - B. *1 and 3 only*
 - C. *2, 3 and 4 only*
 - D. *All of the above*

The correct answer to this question was C, with 108 candidates selecting this option. A total of 211 candidates selected option D, 22 chose A, and 8 chose B.

Option D was incorrect because this is generally not an advantage for a single-vehicle operation. The cost of hiring a mechanic full-time, outfitting a workshop, and buying specialized equipment is prohibitively high for just one lorry.



Question 2

A haulier's lorry fails its first MOT test. The replacement part that is needed is not immediately available. To qualify for a partial re-test at the partial re-test fee, the vehicle must be taken to a test centre within what period?

- A. 24 hours
- B. 7 working days
- C. 10 working days
- D. 14 working days

The correct answer to this question was C, with only 69 candidates selecting this option. A total of 122 candidates chose option B, 118 chose D, and 40 chose A. This is a question covering an area of knowledge expected of all candidates.

Answer C is correct because, in accordance with relevant official regulations/guidance, such as *GOV.UK Retest After a Repair* regulations and *MOT testing guide for test stations*, a vehicle that is removed from the test centre for repairs and returned within **10 working days** of the initial failure qualifies for a partial retest at a reduced or partial fee.

Case Study

Continuing from the March & April 2026 Chief Examiner Reports, where the full set of answers was provided rather than a sample, the same approach has been taken for this examination.

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

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

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 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 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 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.



Question 1

John and Jan Johnson are to receive redundancy pay and payments instead of notice from Walvingham Transport Ltd.

Use the information provided in the case study to calculate the gross payments (before deduction of any Income Tax or National Insurance contributions) that each of them is entitled to.

Notes: You MUST show all your workings. You MUST give separate totals for redundancy pay and payments in lieu of notice for each person and totals for each of them.

(12 marks)

This question was designed to test candidates' knowledge of redundancy pay and payments in lieu, giving separate totals for each and a total for both.

All information required to answer this question was contained within the relevant training materials. However, a significant number of candidates either misunderstood the question or did not know how to work it out.

A total of 126 candidates (26%) scored 0 marks for this question. The remaining marks were spread out across the whole range with peaks at 2 and 7 marks, with 97 and 100 candidates respectively. Only 26 candidates (5%) achieved the full 12 marks available.

Some common mistakes included: -

1. Not gathering the relevant information from the case study.
2. Allocating 1.5 weeks pay for the whole of the time that John was employed.
3. Allocating too many weeks for payment in lieu.
4. Allocating a weeks pay for a partial year completed.
5. Not following what the question asked for in the “Notes”.
6. Not naming each cost.



A model answer is set out below:-

ANSWER	MARKS
JOHN	7
4 years x 1.5 = 6 weeks x £715 = £4,290	
16 years (max is 20 years) x 1 = 16 weeks x £715 = £11,440	
OR	
Year's worked 41 and under – 16 years x 1 week/year = 16 weeks	
Year's worked over 41 – 4 years x 1.5 weeks/year = 6 weeks	
Total weeks' pay – 16 + 6 = 22 week's pay	
Total redundancy pay = 22 weeks x £715 = £15,730	
Payment in lieu of Notice = 12 weeks x 715 = £8,580	
Total Payments = £4290 + £11440 + £8580 OR £15730 + £8580 = £24,310	
JAN	5
Redundancy Pay = 10 years x 1 = 10 weeks x £550 = £5,500	
Payment in lieu of Notice = 10 weeks x £550 = £5,500	
Total payments = £11,000	
TOTAL MARKS	12



Question 2

John and Jan Johnson intend to go into business as JJJ Transport. They are yet to decide whether to operate as a partnership or to set up a new limited company.

- (a) Outline **FOUR** advantages to John and Jan of setting up JJJ Transport as a new limited company.
(4 marks)
- (b) Outline **THREE** advantages to John and Jan of setting up JJJ Transport as a partnership.
(3 marks)

Total marks = 7

This question was set out to test the candidate's knowledge of setting up a company, either as a new limited company or a partnership. This was a straightforward information retrieval question, requiring candidates to identify the relevant content within the training materials and present it accurately.

This question offered candidates a good opportunity to gain marks. While most candidates achieved all, or nearly all, of the marks available for Part A, Part B proved more challenging.

A total of 30 candidates achieved 0 marks, with the remaining scores spread out between 1 and 7 marks. The most common scores were 4 and 5 marks, with 141 and 114 candidates, respectively. Only 12 candidates (2.5%) achieved the full 7 marks available.

Some common mistakes were:

1. Not gathering the relevant information from the case study.
2. Misunderstanding the question and not providing advantages for part B.
3. Not understanding what advantages actually are.
4. Not understanding the setup of a partnership.

A model answer is set out below:

Marking Notes:-

1. Part A – mark first four responses only
2. Part B – mark first three responses only
3. One mark for each credible **outline**.



ANSWER	MARKS
(a)	
Advantageous tax rates	4
Limited liability whereby directors liability is subject to various limits	
Improved public perception	
Easier access to funds from banks, etc.	
Sell shares to raise funds	
Operator licence not personal to individuals	
Legal action would be against the company, not individuals	
No need to apply for a new operator licence if a director is added	
Business continuity - The company continues to exist even if owners change, resign, or pass away.	
Protected Name – Offers better protection for the business name	
(b)	
No need to publish accounts	3
No details on the public record	
Save costs of setting up limited company	
Fewer / no formalities (informing Companies House of changes etc)	
No need for an AGM	
No need for meeting minutes	
TOTAL MARKS	7



Question 3

ATL's operations manager proposes a contract for JJJ Transport to complete deliveries for the company. The operations manager requires Jan to prepare a draft schedule for an outward journey.

Use the information provided in the case study to complete the table below for the driver schedule for the journey from Walvingham to Glasgow via Preston. Your schedule must start when John begins work at JJJ's proposed operating centre at ATL's premises and end when John has unloaded goods in Glasgow.

Notes:

You **MUST** show a start time, finish time, a clear activity description and the appropriate tachograph mode for each activity.

Tachograph symbols are NOT accepted.

(12 marks)

This was a relatively straightforward driving schedule question that provided candidates with a good opportunity to gain marks. However, some candidates struggled to complete the schedule correctly. Common mistakes are listed below.

At scrutineering, it was agreed that candidates who recorded a full 45-minute driving break instead of a 15-minute working time break would still be awarded subsequent marks, as the schedule had not become illegal. However, 2 marks would be lost overall.

A total of 28 candidates scored 0 marks. The majority of candidates scored between 8 and 12 marks, with the most common mark being 12 out of 12. 105 candidates (21.7%) scored the full 12 marks.

Some common mistakes were:-

1. Not gathering the relevant information from the case study.
2. Miscalculated travel times.
3. Writing "other" instead of 'Other work' or 'work'. Reason being = 'other' what?
4. Abbreviating the tachograph mode, such as "Dr" for 'Driving', which is NOT acceptable.
5. Failing to load at the start.
6. Failing to do daily vehicle checks at the start of the shift.

Set out below is the model answer.

Marking Notes:

1. One mark for each line with correct start time, finish time, activity description and tachograph mode.
2. If the schedule becomes illegal, marking stops.



3. Stop marking for not loading
4. Loading in Preston **before** unloading = no marks for either line, but keep marking
5. Unnecessary activities result in no mark for the following line.
6. The time column is not required in the exam but is there to assist the examiners when candidates calculate times incorrectly.
7. If the times are incorrect but the duration is correct the mark is still awarded and marking continues.

ANSWER					MARKS
Start	Finish	Times	Activity	Mode	
0700	0715	15 mins	Check vehicle	Other work	1
0715	0730	15 mins	Briefing &/OR Paperwork	Other work	1
0730	0830	1 hour	Load #	Other work	1
0830	1100	2.5 hours	Drive Preston	Driving	1
1100	1130	30 mins	Unload	Other work	1
1130	1200	30 mins	Load	Other work	1
1200	1300	1 hour	Drive Glasgow	Driving	1
1300	1315	15 mins	Break	Break	1
1315	1415	1 hour	Drive Glasgow	Driving	1
1415	1445	30 mins	Break	Break	1
1445	1645	2 hours	Drive Glasgow	Driving	1
1645	1715	30 mins	Unload	Other work	1
			ACHIEVABLE MARKS		12
Or from 1300hrs					
1300	1345	45 mins	Break	Break	1
1345	1645	3 hours	Drive to Glasgow	Drive	1
1645	1715	30 mins	Unload	Other work	1
			ACHIEVABLE MARKS		10
TOTAL AVAILABLE MARKS					12



Question 4

John and Jan will have to budget for the cash needed to set up their business, apply for an operator licence and be prepared to start working.

Use the information provided in the case study to calculate the total funds that JJJ Transport will require to apply for an operator licence and set up their new business to be ready to start operating a vehicle from rented space at ATL's premises.

Notes:

You **MUST** name each cost and give a total for the funds that JJJ Transport will require

You are not required to include any costs of setting up a limited company or a partnership for JJJ Transport

(12 marks)

This costing exercise was designed to test candidates' knowledge and ability to determine what is needed to set up a company from scratch.

This was a relatively straightforward question, with the information required available within the relevant training materials and the case study.

The majority of candidates scored between 9 and 12 marks, with the most common mark being 10 out of 12 (35%). 91 candidates (18.8%) scored the full 12 marks. Only 6 candidates scored 0 marks, which is very low.

Some common mistakes were:

1. Not gathering the relevant information from the case study.
2. Not reading the question properly or just misunderstanding what was required to answer the question.
3. Failing to clearly identify or name the cost.
4. Adding items together such as Operator Licence application, Interim licence application and Newspaper advertisement under a heading like 'Application' thus NOT listing each cost separately. There is NO need to add different items together, as the question states to list each cost separately with a total.
5. Incorrectly working out the lorry deposit and rental deposit.
6. Not including the financial standing.
7. Incorrectly stating that some costs do not need to be accounted for when setting up a company.

Set out below is a model answer.

Marking Notes:-

1. One mark for each bold number that is correctly labelled

ANSWER		MARKS
Lorry deposit	£4,000	1
Operator licence application	£297	1
Interim direction OR licence application	£40	1
Portable cabin	£5,000	1
Rent deposit	£5000	1
Internet	£100	1
Fuel card deposit	£1,040	1
Electricity connection	£2,500	1
First use inspection (vehicle)	£350	1
Financial standing	£8,000	1
Newspaper advertisement	£100	1
Total	£26,427	1
TOTAL MARKS		12



Question 5

John and Jan are to apply for an operator licence, to authorise one vehicle, as soon as possible, so that JJJ Transport can take up an offer of regular work, either as a limited company or as a partnership.

- (a) Give the most suitable type of operator licence that JJJ Transport should apply for.
(1 mark)
- (b) Give the minimum amount of readily available funds that JJJ Transport will have to demonstrate it has access to when it applies for an operator licence.
(1 mark)
- (c) JJJ may provide bank or building society statements as evidence of readily available funds. Describe the time limits that are applied to the contents of these documents if they are to be accepted as evidence.
(3 marks)
- (d) Give **SIX** other documents (that is, not including financial evidence) that JJJ Transport should be prepared to submit to the Traffic Commissioner to support applications for an operator licence and an interim direction.
(6 marks)

Total marks = 11

This was a relatively straightforward operator licence question that provided candidates with a good opportunity to gain marks. However, it was not answered as well as expected, particularly as much of the information required could be obtained directly from the relevant training material.

The majority of candidates scored between 7 and 10 marks, with the most common mark being 8 out of 11. A total of 38 candidates (7.8%) scored the full 11 marks. Only 7 candidates scored 0 marks, which is relatively low.

Part (a)

This section was answered well overall. However, but some candidates stated Standard International Operator Licence, despite this **NOT** involving vehicles going abroad.

Part (b)

Again, this section was well answered overall, but there were some anomalies in the answers given, such as £8500, £28000, etc.

**Part (c)**

Answers provided for this section were good overall. However, given that all of the required information could be obtained directly from the relevant training materials, this section provided a good opportunity for candidates to achieve full marks.

Part (d)

This part of the question appeared to cause the most difficulty, even though the required information was available within the relevant training materials and represents knowledge that would be expected of prospective transport managers

Some common mistakes were:

1. Part (c) – answers were vague and lacking detail.
2. Part (d) – answers were vague, for example:
 - a) Declaration – for what?
 - b) Operating centre details – what details?
 - c) CPC certificate – what for? Transport manager or Driver?

Set out below is a model answer.

Marking Notes:

1. Part (d) – Mark first six responses only



	ANSWER	MARKS
(a)	Standard national	1
(b)	£8,000	1
(c)	Statements must cover 28 days OR must cover 27 days before closing balance on the statements OR a recent full four weeks	1
	within two months of the application	1
	Building society funds must be accessible OR available within <u>one month</u>	1
(d)	Copy of newspaper containing advert	6
	Director Declaration	
	Transport Manager Declaration	
	Transport Manager Contract	
	TM1 OR TM details	
	Evidence of professional competence OR CPC certificate	
	Details of any convictions (nb the external TM is new)	
	Proof of premises OR operating centre OR Letter from ATL OR landlord, giving permission to park vehicle	
	Sketch OR plan of operating centre OR aerial view / picture / screenshot	
	Copy of maintenance contract / agreement with local garage	
	Example vehicle safety inspection sheet	
	Partnership agreement	
	Certificate of incorporation	
TOTAL MARKS		11



Question 6

Jan is aware of their responsibilities to ensure the health and safety of herself, John and anybody who might be affected by JJJ Transport's operations. She intends to prepare appropriate risk assessments to cover all of their intended activities.

Jan will start by preparing a risk assessment for loading and unloading JJJ Transport's vehicle.

Outline **SIX** risks directly related to loading and unloading a curtain-sided lorry that Jan's risk assessment must consider.

(6 marks)

This question was designed to test a candidate's health and safety knowledge, which is an important part of a transport manager's role and a key area within the working environment.

It offered candidates a good opportunity to gain marks, as all required information was contained within the relevant training materials. However, it was not answered as well as expected.

A total of 155 candidates (32%) scored 0 marks for this question. This may indicate that some candidates would benefit from further training in this area.

The remaining marks were spread across the whole range, with the most common scores being 4, 5 and 6 marks, 64, 64 and 68 candidates respectively. Only 68 candidates (14%) achieved the full 6 marks.

Some common mistakes were:-

1. Not writing the answer as an outline.
2. Writing the answers as a list.
3. Not understanding the question.
4. Writing answers that cover how to complete a risk assessment.

Set out below is a model answers with 20 acceptable answers for the 12 marks available.

Marking Notes:-

1. Mark first six responses only.
2. One mark for each correct outline answer.
3. Accept credible answers that can be easily linked to listed answers.

ANSWER	MARKS
Risks of people falling off the vehicle OR working at height	1
Risks of being struck by vehicles (such as fork lift trucks used for loading)	1
Risks of loads or part loads falling off and striking people	1
Risks of loads or part loads moving and striking people	1
Risks of slips	1
Risk of trips	1
Risks of straps etc under tension springing back and hitting people	1
Risks of injury entering or leaving vehicle	1
Risk of injury opening OR closing curtains	1
Risks involved with manual handling	1
Risks of injury using pallet trucks OR similar equipment [ONE MARK]	1
Risk from machinery OR vehicle vibration	1
Risks of straps snapping on sharp edges OR old/poor condition	1
Risks from inclement weather with wind OR rain OR snow when working outside	1
Risk of the vehicle moving whilst loading / unloading causing injury to persons OR damage to load	1
Risks when unstrapping the load and it falling / striking people	1
Risk of opening OR closing rear doors and striking people OR another vehicle OR a building/property	1
Risk of being hit OR not seeing properly due to poor lighting	1
Risk of hearing damage from excessive noise	1
Risk of being hit OR hurt from not wearing PPE (One mark for any relevant PPE answer)	1
TOTAL MARKS	12

