



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

Examination Date – 17th July 2026

Chief Examiner's 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

As always, the pass mark for the R2 (Case Study) paper was 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 a total of 33 (50.76%) candidates achieving this mark. A total of 65 candidates sat this examination.

Overall, this examination produced a relatively high pass rate, which is encouraging.

3. Important Notes

As this was an online-only paper, some of the information normally provided is not applicable.

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

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 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.

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



4. Question Answers / Guidelines

Case Study

As with previous Chief Examiner Reports, a full set of answers is included in this report.

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 to each question will address many of the queries that may arise.

As with the previous Chief Examiner's Reports, 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 takes place across authoring, reviewing, scrutineering, Chief Examiner review and internal quality assurance.

An examiner standardisation meeting takes place following the examination, during which a sample of marked candidate answers is reviewed against the mark scheme. Where necessary, refinements to the mark scheme are made to address any issues identified during the initial phase of marking. Any amendments arising from this process have been highlighted within this report.

We hope that this additional 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 the mark scheme:-

1. Anything in **bold type** is required to be part of the answer provided, or wording that is similar enough to lead the examiner in the same direction as the wording shown in bold.
2. For the questions below, **bold text** highlights important parts of the question that the candidate was expected to take on board when providing their answer.
3. Words included in the suggested answer 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”, it means that marks were allocated to different 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

Walvingham Transport Ltd has experienced three recent incidents of its vehicles shedding their loads. The company will have to take action that will minimise the chance of repeating such events.

- (a) For the loading operatives working at Walvingham Transport Ltd warehouse at its operating centre, outline **FIVE** actions they should take BEFORE starting to load.
(5 marks)
- (b) For the drivers taking loads from Walvingham Transport Ltd operating centre, outline **THREE** additional actions to be taken at any time AFTER taking over a loaded vehicle.
(3 marks)

Total = 8 marks

This question was designed to test candidates' knowledge of what should be checked prior to loading a vehicle. It offered candidates a good opportunity to achieve full marks, as all information required to answer could be taken directly from relevant training materials. While it was fairly well answered, many candidates appeared to drop marks on part (b).

The majority of candidates scored between 3 and 6 marks, with the peak mark being 5 out of 8 (23.07% of candidates). Only 2 candidates (3%) were able to achieve the full 8 marks.

Some common mistakes included:-

1. Not being able to find the relevant information in the training materials provided.
2. Not writing the answer as an outline.
3. Not providing answers as actions.
4. Writing answers as a list

Correct answers are set out below for parts (a) and (b)

Marking Notes:-

- Part (a) – Mark first five responses only
- Part (b) – Mark first three responses only
- Both (a) and (b) – Answers must be written as an **outline**



Part (a)

1. Refer to the “**Safety of Loads on Vehicles**”
2. Refer to OR complete a **risk assessment**
3. Check that the **vehicle is suitable for the load**
4. Check / review the **loading documents** against **the gross vehicle weight** OR **Check weight of the load**
5. Check / review the **loading documents** against the **axle weights**
6. Check / inspect the **load platform** for any damage
7. Check / inspect **bodywork** for any damage
8. Check / inspect **anchorage points** for any damage
9. Check / inspect **pallets** for any damage
10. Check / inspect **straps** OR **restraints** for any damage
11. Check / inspect that there are **sufficient straps** OR **restraints**
12. Check / inspect **straps** OR **restraints are suitable**
13. Check / inspect **curtains** for any damage

Part (b)

- Complete / continue with the daily **vehicle check**
- Check **load security prior to leaving**
- Check **load security again after driving a short distance**
- Re-check the load after bends OR **gradients** OR **uneven roads**
- Re-check the load after partial unloads
- If in doubt **refuse to drive vehicle**

The model answer has been presented as a list for ease of reference. Candidates should ensure that their answers are clearly structured and that sufficient detail is provided to meet the requirements of the question.



Question 2

Walvingham Transport Ltd vehicles have recently been found to have defects at DVSA roadside checks and one of its vehicles was recently issued with a prohibition notice.

- (a) Outline **EIGHT** actions that the company should take to minimise the risk of its vehicles being used with defects.
(8 marks)
- (b) Outline **TWO** methods that the company could use to monitor the effectiveness of the actions that you have recommended.
(2 marks)

Total = 10 marks

This question was designed to test candidates' knowledge of the actions a company could take to reduce the number of defects, thereby reducing the likelihood of roadside check issues and prohibition notices.

Answering this question required candidates to give some thought to the topic and refer to the relevant training materials.

The majority of candidates scored between 2 and 6 marks, with the peak mark being 4 out of 10 (29.2% of candidates). Full marks were not achieved on this question, with the highest mark awarded being fewer than 7 marks.

Some common mistakes included:-

1. Not being able to find the relevant information in the training materials provided.
2. Not providing answers as an outline.
3. Not providing answers as actions.
4. Writing answers as a list.

Correct answers are set out below for parts (a) and (b):-

Marking Notes:-

- Part (a) – Mark first five responses only
- Part (b) – Mark first three responses only
- Both (a) and (b) – Answers must **outline actions**
- Part (b) - # = give mark if answer not used in part (a)



Part (a)

1. Allow more time for drivers to complete checks
2. Schedule enough time for fitters to rectify any faults found
3. Train drivers how to check vehicles
4. Train drivers to complete minor repairs
5. Instruct drivers to report all defects to workshop
6. Instruct all defects found to be reported to workshop manager
7. Introduce gate checks
8. Instruct drivers to telephone base if any faults found on route
9. Provide basic spares in vehicles
10. Reduce periodic maintenance intervals
11. Discipline drivers who drive vehicles with known defects
12. Introduce KPI for workshop based on defects
13. Change bulbs, wiper blades etc more often
14. Fill washer bottles daily
15. Develop a suitable / robust / proper policy / procedure for checking vehicles
16. Develop a suitable / robust / proper risk assessment for checking vehicles
17. Disseminate out to all relevant persons
18. Provide instructions / information in own language
19. Complete defect report
20. Report defects
21. Don't use vehicle until defect is repaired

Part (b)

1. Workshop Manager to monitor defect forms every day
2. Transport Manager to review defect forms [periodically]
3. Monitor number of faults found at periodic inspections
4. Monitor number of roadside callouts
5. Monitor number of prohibition notices
6. Monitor results from DVSA checks
7. Develop a suitable / robust / proper policy / procedure for checking vehicles #
8. Develop a suitable / robust / proper risk assessment for checking vehicles #
9. Complete Internal / External Audits
10. Introduce gate checks #

The model answer has been presented as a list for ease of reference. Candidates should ensure that their answers are clearly structured and that sufficient detail is provided to meet the requirements of the question.



Question 3

Walvingham Transport Ltd is to operate Route 1 every Monday to Saturday.

- (a) Use the information provided in the case study to complete the table below for the driver schedule for the journey between Walvingham and New Ross (Republic of Ireland) on the Monday.

Your schedule must start when the driver begins work at Walvingham Transport Ltd operating centre and end when the driver has arrived at Rosslare, ready to board the ferry for the return journey to England.

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.
- Your schedule **MUST** take account of the requirements already planned for Tuesday to Friday of the week.

(14 marks)

- (b) Describe the provision of Regulation EC561/2006 that allows the driver to take a rest period of only nine hours in New Ross.

(1 mark)

Total = 15 marks

This was a relatively straightforward driving schedule question that should have provided candidates with ample opportunity to gain marks, particularly as they only needed to follow route 1 for Monday as set out in the Case Study.

However, some candidates struggled to complete the schedule correctly. Common mistakes are listed below.

Marks were spread out across the whole range, with 4 marks being the peak score (24.6% of candidates). Only 5 candidates (7.7%) achieved the full 15 marks, and a total of 6 candidates scored 0 marks.



Some common mistakes included:-

1. Not gathering the relevant information from the case study.
2. Miscalculating the start time.
3. Not calculating driving time correctly.
4. Not completing vehicle checks.
5. Not unloading the vehicle.
6. Not recognising that the journey would require a split daily rest of 12 hours (3 hours plus 9 hours)
7. Putting a pictorial representation of the tachograph mode rather than writing it.
8. Candidates putting break instead of rest.
9. Writing “other” instead of ‘Other work’ or ‘work’. The term “other” on its own is insufficient, as it does not specify what activity is being referred to.

Set out below is a model answer for parts (a) and (b).

Marking Notes – Part (a):-

1. One mark for each line with correct start time, finish time, activity description and tachograph mode.
2. If schedule becomes illegal, stop marking.
3. Unnecessary activities result in no mark for the next line.
4. If the times are incorrect but the duration is correct, the mark is still awarded and marking continues.
5. Do not combine unnecessarily split driving periods to mark even if the driving time is correct.
6. For candidates who do not schedule at least a 3-hour rest beforehand (preferably on the ferry) and a 9-hour rest at New Ross, **no marks should be awarded for the rest**, as this does not take into account the requirement for three reduced rests later in the week. Stop marking at the New Ross rest.
7. The time column is not required in the exam but has been included here to assist the examiners in showing the correct time for each activity.



ANSWER					MARKS
Start	Finish	Time Period	Activity	Mode	
0530	0545	15 mins	Checks	Other work	1
0545	0715	1.5 hours	Drive Tewksbury	Driving	1
0715	0745	30 mins	Unload	Other work	1
0745	1045	3 hours	Drive Swansea	Driving	1
1045	1130	45 mins	Break	Break	1
1130	1200	30 mins	Unload	Other work	1
1200	1415	2 hours & 15 mins	Drive Fishguard	Driving	1
1415	1445	30 mins	Embark	Driving	1
1445	1815	3.5 hours	Crossing	Rest	1
1815	1845	30 mins	Disembark	Driving	1
1845	1945	1 hour	Drive New Ross	Driving	1
1945	0445	9 hours	Rest at New Ross	Rest	1
0445	0500	15 mins	Checks	Other work	1
0500	0600	1 hour	Drive Rosslare	Driving	1

Part (b)

ANSWER	MARK
Split rest of 3 hours, followed by 9 hours	1
Article 14 4g of Regulation 561/2006 states that a daily rest period may be taken in two parts, the first of which must be an uninterrupted period of at least 3 hours and the second an uninterrupted period of at least 9 hours	



Question 4

Walvingham Transport Ltd is to operate Route 2 every Monday to Saturday.

Use the information provided in the case study to calculate the total cost to the company of operating Route 2 for one week.

Notes:

- You MUST name each cost and give a total for each
- You MUST show all your workings to the nearest 1p

(11 marks)

This was a typical straightforward costings question that was not well answered. Given its nature, candidates should have been able to achieve full marks, or close to full marks.

A total of 4 candidates scored 0 marks. The remaining marks were spread fairly evenly across the candidates, with the peak score being 11 out of 11. Two candidates (30.77%) achieved full marks.

Some common mistakes included:-

1. Not showing the workings.
2. Failing to clearly identify or name the cost!

Set out below is a model answer.

Marking Notes:-

1. One mark for each bold number, correctly labelled. Additional mark for credible workings for fuel costs.
2. Marks were allocated for credible workings for the fuel calculation
3. Due to the different ways of completing the standing and fuel costs a secondary option is shown in the mark scheme

Decided at Scrutineering:

4. If the workings are credible but have been split into daily amounts, as long as the daily totals equal the weekly total, award the mark.
5. If the total is correct as per the workings above, then give the mark.

NB. Candidates who calculate the distance incorrectly will be unable to achieve 5 of the available marks.



ANSWER				MARKS
Distance 350+450+220+220+415+425	2,080km			1
Lease £24,000 / 240 days x 6 days	£600			1
Standing costs £10,000 / 240 days x 6 days	£250	10,000 / 240 = £0.14 x 6	£250.02	1
Driver £180 x 6 days	£1,080			1
Tyres £0.05/km x 2,080km	£104			1
Fuel £1.35 / 10km/litre x 2,080km	£280.80	1.35 / 10 = £0.14 x 2080 km	£291.20	1+1
Maintenance £0.15 x 2,080km	£312			1
Tolls £24 + £5 + £11.40	£40.40			1
Overnight allowance £25 x 5 nights	£125			
Total	£2,792.20		£2792.22	1



Question 5

Walvingham Transport Ltd is to acquire two new 18,000 kg GVW lorries.

Describe **SIX** actions related to operator licensing that the company should take before it may put the new vehicles into service.

(6 marks)

This question was designed to test the candidate's knowledge of operator licence requirements in relation to adding vehicles in excess of current authorisation, using the company outlined in the case study.

Virtually all of the information required to answer this question could be found within the relevant training materials, making it a good opportunity for candidates to achieve a high mark. Unfortunately, this question was generally answered poorly.

A total of 13 candidates (20%) achieved 0 marks. The majority of candidates scored between 2 and 3 marks, with the peak mark being 2 out of 6 (26.1% of candidates). Only one candidate achieved full marks for this question.

Some common mistakes included:-

There were no specific common mistakes identified for this question. However, responses indicated that many candidates did not fully understand operator licence requirements or were unable to relate those requirements to a company increasing its authorised vehicle entitlement.

Set out below is the model answer.

Marking Notes:-

There was a total of 11 possible answers from which to gain the full 6 marks.

1. Only the first 6 answers to be marked.
2. Financial standing – MUST state a document. Simply stating “Prove financial standing” is insufficient.
3. Answers must outline actions.



ANSWER	MARKS
<u>Apply</u> to increase vehicle authorisation	6
<u>Place / insert</u> advert in local paper	
<u>Submit / send / post / upload</u> page with advert	
<u>Pay</u> application fee	
<u>Submit / send / post / upload</u> financial evidence such as accounts OR Bank statements OR Building society statements OR overdraft facility	
<u>Submit / send / post / upload</u> OR make available maintenance contract	
<u>Submit / send / post / upload</u> copy safety inspection form	
<u>Identify / state</u> person responsible for vehicle maintenance	
<u>Register / add</u> vehicles on VOL	
<u>Place / install / insert</u> discs in vehicles	
<u>Submit / send / post / upload</u> Sketch OR plan of operating centre OR aerial view / picture / screenshot	



Question 6

Walvingham Transport Ltd is to operate two new routes, including journeys to the Republic of Ireland.

- (a) Give **THREE** documents that are personal to the driver that must be carried on these journeys to the Republic of Ireland.
(3 marks)
- (b) Give **FOUR** documents related to the new vehicles that must be carried on these journeys to the Republic of Ireland.
(4 marks)
- (c) Give **THREE** documents related to Customs and border requirements that must be carried on these journeys to the Republic of Ireland.
(3 marks)

Total = 10 marks

This question was designed to test the candidate's knowledge of the documentation required for a trip to the Republic of Ireland.

It should have been possible for all candidates to achieve 6 marks, as all of the information required to answer this question could be found within the relevant training materials. Many candidates appeared to struggle with part (c) of this question.

A total of 4 candidates (6.1%) scored 0 marks on this question. The majority of candidates scored between 3 and 8 marks, with the peak mark being 5 out of 10 (18.46% of candidates). No candidates achieved the full 10 marks.

Some common mistakes included:-

1. Not reading the question properly.
2. Providing answers in the wrong sections.

Correct answers are set out below for parts (a), (b) and (c):-

Marking Notes:-

- Part (a) – Mark first three responses only
- Part (b) – Mark first four responses only
- Part (c) – Mark first three responses only
- One mark for each correct response



Part (a):-

- 1. Passport**
- 2. Driving licence**
- 3. Driver Qualification Card OR DQC (not Driver CPC)**
- 4. Driver tachograph card**
- 5. Tachograph disc / chart OR manual records OR print outs**
- 6. Driver Attestation**

Part (b)

- 1. Vehicle registration document OR V5C**
- 2. Vehicle on hire certificate OR VE103**
- 3. UK Licence for the Community**
- 4. UK sticker**
- 5. Operator licence disc**
- 6. Vehicle insurance certificate**

Part (c)

- 1. Import / Export Customs documents OR Declaration Unique Consignment Reference OR DUCR**
- 2. Vehicle security checklist**
- 3. Entry summary declaration OR ENS**
- 4. Commercial invoice OR packing list**
- 5. Bill of Lading**
- 6. Transit Accompanying Document OR TAD**



Closing Statement

As the examination achieved a higher-than-average pass rate, it was reviewed and found to be fair and comparable with previous papers.

The results for 3 of the 4 core topic areas are shown below:-

Question 3 – Drivers' hours.

A reasonable 46.16% achieved more than 50% of the available marks for this question. This is higher than the typical average.

Question 4 – Costings.

A respectable 72.3% of candidates achieved over 50% of the available marks, which is significantly higher than the typical average. This is a positive result; however, it should be noted that this costings question was relatively straightforward.

Question 5 – Operator Licence.

Only 18.46% of candidates achieved more than 50% of the available marks for this question. This result is low and, unfortunately, only slightly below the normal average.

I know that you are all acutely aware that these are essential areas of knowledge for a prospective Transport Manager, and that it is important to be able to provide correct answers in these areas.

Overall, it is encouraging that just over 50% of candidates achieved a pass, which is approximately 6% higher than the normal average.

Looking ahead, I hope that we can continue to work together to increase the pass rate further.