

Level 3 CPC (Certificate of Professional Competence) for Transport Managers (Road Haulage) December 2024

Examination Date – 6th December 2024

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 always the pass mark for both the R1 (Multiple Choice) paper and the R2 (Case Study) paper were set as part of the Awarding process completed by examiners and S&EG quality.

R1 paper

The pass mark for this paper was set at 40 with 157 (38.39%) candidates achieving this mark.
409 candidates sat this examination.

R2 paper

The pass mark for this paper was set at 32 with 343 (70.29%) candidates achieving this mark.
488 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. Unfortunately a fair number of answer booklets were received with answers written in pencil by the candidate. As always stated any answer written in pencil will **NOT** be marked, as examiners cannot be sure that these answers are those written by the candidate during the examination. Can all centres aim to eliminate this practice in future.

3.2 Loose sheets of paper

This has improved significantly but unfortunately it is still occurring with candidates putting their workings out on or answers even though the nominally 2 spare pages at the end of the answer booklet have not been used.

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 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 candidates answer booklet.

3.3 Question Answering

It is important for all candidates to be aware that examiners will only mark the first answers given for each question in the answer booklet, unless it has been clearly crossed out to show that the candidate does not want the examiner to mark that answer and then clearly annotated to show that the candidate has rewritten their answer on a different page (which spare page at the end of the answer booklet) or if there is space below the lined area for the answer then the candidate could alternatively put their corrected answer there.

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.

It should also be pointed out to all candidates that where a question demands a specific number of answers, only this number of answers will be read by the examiner and any further answers, even if correct, will not be considered by the examiner.

It is also very important that all candidates are made aware to follow any and all instructions given in the question and the corresponding notes to that question. Many marks are lost because these instructions are not followed!

We are sure that all centres do already instruct their candidates on the above but unfortunately it still happens and it could cost that candidate a pass result.

Worryingly there is an increasing number of candidates who are struggling to understand the differences between describe, outline, state, give, list, actions, etc. Again we are sure that the centres advise on this most stringently, however this misunderstanding on the candidates part is costing them, at times, a significant number of marks.

As a reminder:-

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

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 insert a verb into 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.

A selection of actions are:- submit, apply, pay, instal, 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

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

Question 1

The case study describes recent events concerning Tim and Donald Cruickshank.

(a) Using only the information provided in the case study, describe FOUR offences that Tim Cruickshank has committed. (4 marks)

(b) Using only the information provided in the case study, describe NINE offences that Donald Cruickshank has committed (9 marks)

This question was designed to test the candidates' knowledge of operational requirements by providing the offences committed by both persons.

Part (a) concerned the actions of Tim (the owner of the company) with part (b) concerning the actions of Tim's son, Donald, operations.

This was a fairly badly answered question with the peak mark being 5 out of 13. A large number of candidates confused Tim's and Donald's offences and therefore put their answers in the wrong section.

The question asked for a description of the offences which many did but there was a significant number of lists or statements with no justification or reason to generate the description.

It was also noticed that some candidates stated the same offence that happened on different days so the candidate will only gain the one mark for the specified offence.

Some examples of incorrect answers were:-

1. Stating that Donald had exceeded weekly (56 hours) driving hours as the candidates had mistakenly added the hours Donald drove the van (under 3500kg) to the hours driving an HGV. This is incorrect as the van is out of scope of driver's hours.
2. Answered with 'Did work for cash'. This was too vague as there was no description provided such as 'because no taxes were paid'.

3. Stating that 'Donald's Driver CPC had expired'. The correct name is Driver Qualification Card (DQC) and candidates didn't add that he drove without it.
4. Answered with 'Donald or Eric not trained'. What were they not trained for?

A sample of typical correct answers for part A include:-

Tim:-

1. Permitted Donald to drive without an operator licence
2. Caused OR permitted Donald to drive regulated dangerous goods with an expired or without an ADR card/ADR qualification
3. Allowed vehicle checks to be completed that didn't comply with the Guide to Maintaining Roadworthiness.

A sample of typical correct answers for part B include:-

Donald:-

1. Operating a hired lorry without an operator licence
2. Insufficient weekly rest
3. Failed to apply PAYE to Eric's pay OR did not deduct tax and national insurance from Eric's pay

Question 2

Tim is to consider the tender to be submitted for the five-year contract to deliver a wholesaler's goods.

He must assess the required daily driver schedule for this work.

Use the information provided in the case study to prepare a driver schedule for the delivery route. Your schedule must start when the driver begins work at the wholesaler's premises and end when the vehicle arrives back at that point.

Notes: You MUST show a start time and finish time for each activity. You MUST give a clear description of each activity and the applicable tachograph mode to be selected. You MUST show the destination for all driving periods. (12 marks)

This question required candidates to draft a simple single-manned driver schedule which the majority of candidates achieved and gained full marks or very close to full marks.

It was decided by the examiners that a 15 minute working time break would be acceptable instead of the required 30 minute break as it wasn't made clear in the scenario what the driver would be doing upon their return to the wholesaler.

Some common errors were:-

1. Not calculating driving time correctly
2. Not reading the scenario correctly as it stated that the vehicle needs to depart the wholesaler's premise at 0930hrs and not for the driver to start at 0930hrs.
3. Not reading/following instructions correctly to state the destination for each driving period.
4. Taking the 30 minute working time break too early by not completing 6 hours at work.
5. Drawing the mode symbol rather than stating the mode such as driving, other work and break. Please note how the modes should be recorded on a schedule.

A correct schedule is shown below:-

Start	Finish	Activity	Mode
0730	0930	Load / Paperwork / Checks / Briefing	Other work
0930	0951	Drive to customer 1	Drive / driving
0951	0956	Deliver / unload	Other work
0956	1014	Drive to customer 2	Drive / driving
1014	1019	Deliver / unload	Other work
1019	1133	Drive to customer 3	Drive / driving
1133	1143	Deliver / unload	Other work
1143	1213	Drive to customer 4	Drive / driving
1213	1223	Deliver / unload	Other work
1223	1330	Drive towards wholesaler	Drive / driving
1330	1400	Break	Break
1400	1459	Drive (finish drive / complete drive) to wholesaler	Drive / driving

Question 3

Tim is to consider the tender to be submitted for the five-year contract to deliver a wholesaler's goods. He must assess the costs of operating the vehicle to be used.

(a) Use the information provided in the case study to calculate the annual depreciation cost of the proposed new 18,000 Kg GVW lorry.

**Note: You MUST show all your workings
(3 marks)**

- (b) Use the information provided in the case study to calculate the cost of tyres per Kilometre for the proposed new 18,000 Kg GVW lorry.
Note: You MUST show all your workings to the nearest 1p.
(3 marks)
- (c) Use the information provided in the case study to calculate the cost of fuel per Kilometre for the proposed new 18,000 Kg GVW lorry.
Note: You MUST show all your workings to the nearest 1p.
(3 marks)
- (d) Use the information provided in the case study to calculate the cost of maintenance per Kilometre for the proposed new 18,000 Kg GVW lorry.
Note: You MUST show all your workings to the nearest 1p.
(3 marks)

This was a typical and straightforward costing question. The main requirement for the answer was that candidates showed all their workings and for sub-sections b, c & d to give the answer to the nearest 1p.

The majority of candidates scored very well on this question getting between 9 and 12 marks.

Some candidates lost marks for the following:-

1. By not putting a £ or p designation next to their answer however if there was a £ in the line, such as £3200, and the answer was correctly written without the £ designation then the mark was given.
2. By writing the answer as 0.08p, 0.12p or 0.15p and not using the £ sign instead.
3. By either not giving the answer to the nearest 1p or rounding up in section (d)

Typical correct answers are:-

- (a) $£85,000 - £3,200 = £81,800 - £35,000 = £46,800 / 5 = £9,360$
- (b) $£3,200 / 40,000\text{Km} = £0.08$ or **8p**
- (c) $£1.20 / 10\text{kpl} = £0.12$ or **12p**
- (d) $£9,000 / 59,000\text{Km} = £0.15$ or **15p**

Question 4

Tim is to consider the tender to be submitted for the five-year contract to deliver a wholesaler's goods. He must assess the operator licence implications of operating this proposed contract.

Outline TEN actions that Tim must take to ensure that the proposed operations from the wholesaler's premises are authorised by an operator licence.

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

This question was designed to test the candidates knowledge of operator licensing. They needed to understand that a new operating centre was needed in the same traffic area to the existing operator licence and realise that an increase in the margin would be required.

Again this was a typical and fairly straightforward operator licence question with the peak number of marks at 6 out of 10.

Common mistakes were:-

1. Not giving the answer as an outline and/or not giving the answer as an action such as submit, provide, upload, send, pay, etc.
2. Answering with 'Send certificate'. Certificate for what? Need to add in Transport Manager

A sample of typical correct answers are:-

1. Apply to add wholesaler's premise as an operating centre
2. Submit financial evidence or bank statements
3. Place an advert in a local newspaper
4. Submit landlord OR landowner OR wholesaler letter of permission to park
5. Pay or submit fee

Question 5

Tim has received various forms from DVSA enforcement officers in recent weeks.

Outline the purpose of each of the forms listed below.

GV3

PG35EC

PG9

PG9C

PG10

This question was designed to test the candidates knowledge of documentation issued by the DVSA.

The peak number of marks given was 3 out of 5.

This question only asked for an outline but it was found that some candidates gave a full description which wasn't required and wasted their time.

The answers for these forms can be found in relevant standard training notes
Typical correct answers for these forms are:-

GV3

- Direction to proceed or
- Drive to a specific place

PG35EC

- Evidence of a vehicle check or
- Advisory defects notification or
- Technical roadside inspection report

PG9

- Prohibition notice requiring that the vehicle is not to be used or
- Must be submitted for examination/test or
- A ban on further use of the vehicle on a road

PG9C

- Refusal to remove a prohibition notice or PG9

PG10

- Removes or removal of a prohibition notice or PG9

Question 6

A DVSA officer has alleged that Tim's vehicle walkaround checks, completed by Tim and Donald, did not comply with the guidance provided in the DVSA Guide to Maintaining Roadworthiness.

Following the content of the DVSA Guide to Maintaining Roadworthiness

- (a) Outline the purpose of vehicle walkaround checks - (1 mark)**
- (b) Outline when drivers may be fined or prosecuted for the existence of defects found on the vehicles they drive - (1 mark)**
- (c) State TWO people who should be asked to complete a vehicle walkaround check - (2 marks)**
- (d) Give TWO occasions when a vehicle walkaround check should be completed - (2 marks)**
- (e) Give the maximum interval between vehicle walkaround checks for a vehicle in regular use - (1 mark)**
- (f) Give the maximum time period that Tom must retain written evidence of any defects found during his vehicle walkaround checks - (1 mark)**

This question was designed to test the candidates knowledge of daily vehicle walkaround checks and was a straightforward question.

Most candidates achieved 5 marks or above with the peak at 6 marks.

Some common mistakes found were:-

- (a)
 - No defect on the vehicle
- (b)
 - Driver is always responsible
 - In the event of an accident
- (c)
 - DVSA
- (d)
 - 15 minutes

- After loading/unloading
- (e)
- 12 months
 - 15 days

Typical correct answers are:-

- (a) To ensure that the **vehicle is roadworthy** OR **safe** OR **has no visible defects** to go onto the road
- (b) When they are considered partly or wholly **responsible for** the existence of defects found on the vehicle OR **when they failed to observe and report obvious defects**
- (c) **Driver**
Responsible person OR **Transport Manager** OR **Operator**
- (d) **Daily before use**
When a new OR **second driver takes over the vehicle**
End of shift
- (e) **24 hours** OR **daily** OR **every day**
- (f) **15 months**