

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

Examination Date – 5th December 2025

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 within the Skills and Education Group Awards website.

2. Exam Results

As is always the case, the pass mark for both the P1 (Multiple Choice) paper and the P2 (Case Study) paper was set as part of the Awarding process.

P1 Paper

The P1 (Multiple Choice) paper pass mark was set at 40 with 27 (23.9%) candidates achieving this mark. 113 candidates sat this examination.

P2 Paper

The P2 (Case Study) pass mark was set at 31 with 55 (50.5%) of candidates achieving this mark. 102 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. If any answer booklets are received with answers

written in pencil by the candidate they will **NOT** be marked. Can all centres please check that all candidates only have pens at the exam with the aim to eliminate this practice in future.

3.2 Loose sheets of paper

This has improved significantly but unfortunately loose sheets are still being used even though the nominally 2 spare pages at the end of the answer booklet have not been used. Thank you to all centres who have stopped the use of loose sheets unless absolutely necessary.

Please keep up the good work and for those centres/candidates still using loose sheets 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 a candidate using all the spare pages at the back of the answer booklet, **and only given out at that point**, 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 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!

3.4 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'. However if the candidate clearly crosses out an answer to show that the candidate does not want the examiner to mark that answer then it won't be. If answers are put elsewhere away from the question then the candidate **MUST** provide clear annotation to show where the candidate has rewritten their answer.

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.

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 and 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, however 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.

- Give / state / identify
- Describe / outline / detail
- 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

Multiple Choice Paper

The number of candidates passing this was quite low at just over a third. It has been fairly low for quite a while now. A significant amount of questions were answered incorrectly either because the candidates just didn't know the answer or misunderstood the question. Perhaps more practice is required?

Case Study

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

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.

The marks available for each question are written in brackets and bold text after the question.

Question 1

The case study details the new express coach service that Ansledown Transport plc intends to operate, starting in April 2026. The company must decide how many vehicles it will need each day, how many vehicles it will need to buy, how many drivers to employ and how much it will cost. It will also have to publish a service timetable

(Part A = **8 marks**, Part B = **3 marks** & Part C = **1 mark**)

Overall this was a fairly straightforward question related to carrying out a coach service which should have gained candidates 12 marks.

This question was reasonably well answered with the majority of candidates scoring between 5 and 10 marks with the peak mark being 9 out of 12. Unfortunately only 2 candidates scored full marks of 12.

Some common mistakes were:-

1. NOT reading the question properly.
2. Not working out the timings correctly.
3. Incorrect maths.

Part A

Use the information provided in the case study to complete the timetable below for the first daily service between London and Sheffield, departing London at 06.00hrs.

A correct schedule is:-

Stopping Place	Arrival time	Departure time
London	n/a	06.00 (Given)
Luton	06.49	06.54
Northampton	07.34	07.39
Nottingham	08.59	09.04
Sheffield	10.00	10.45

Nottingham	11.41	11.46
Northampton	13.06	13.11
Luton	13.51	13.56
London	14.45	n/a

One mark was gained for each correct line.

Part B

Use the information provided in the case study to calculate the minimum number of vehicles that ATP will need to operate the service each day, NOT including the additional coach to be purchased to cover for maintenance and breakdowns.

Note: You must show all your workings.

A correct answer is:-

Driving time $49+40+80+56 \times 2 = \mathbf{450}$ minutes
 Layovers $5+5+5+45+5+5+5 = \mathbf{75}$ minutes
 Total time divided by headway $525 / 60 = 8.75 = \mathbf{9}$ vehicles

One mark for each answer in bold.

Part C

Use the information provided in the case study to calculate the minimum number of drivers that ATP will need to operate the service each day.

A correct answer is:-

Driving time is 7.5 hours for 1 run, so 2 runs are impossible for one driver.
 10 runs requires **10 drivers**.

One mark for the answer in bold.

Question 2

The case study details the new express coach service that Ansledown Transport plc intends to operate, starting in April 2026. The company will need to decide how many vehicles it will need each day, how many vehicles it will need to buy, how many drivers to employ and how much it will cost.

Use the information provided in the case study to calculate the total daily income that the new services are expected to generate every day; the expected total daily cost of operating the services; and the resulting expected profit or loss that the services are expected to generate every day.

Notes:

You **MUST** show total for daily income and daily costs and show the expected daily profit or loss.

You **MUST** name each cost and show all your workings, to the nearest 1p.

(14 marks)

This was a straightforward costing question which should have gained candidates 14 marks.

Unfortunately the question wasn't that well answered at all with a spread of marks gained from 1 to 13 with the peak mark being 4. 7 candidates achieved 0 marks, with no one getting the full 14 marks!

Some common mistakes were:-

1. NOT reading the question properly.
2. Wrong number of buses
3. Wrong number of drivers
4. Only producing costs for one vehicle and not the full day service

A correct answer was:-

Distance $(49+50+100+70) \times 2 \times 10$ trips	5,380km
Depreciation $(80,000 \times 30\% / 349) =$	£68.768 x 10 vehicles [rounded UP] £687.68
Other standing costs (150×10) vehicles	£1,500
Driver wages (160×10) drivers	£1,600
Employer's NI and pension $(1,600 \times 15\%)$	£240
Fuel 14p x 5,380km	£753.20
Tyres 6p x 5,380km	£322.80
Maintenance $(0.20 \times 5,380)$	£1,076
Total costs	£6,179.68

Income (£15 x 450 passengers)	£6,750
Profit	£570.32

One mark for each answer in bold.

The case study stated that the first service would depart at 06.00 with departure every hour until 15.00hrs. This is a total of **ten** services. There is sufficient information in the case study to arrive at this answer without any need to refer to Q1.

Exam etiquette requires questions to stand alone and not be dependent on answers from previous questions or provide answers to subsequent questions.

There is more than one method to calculate the cost of fuel and tyres. Two such methods are shown below.

Option 1

Is to calculate the cost per kilometre and then multiply that by the journey distance.
E.g. $£1.40 \div 10\text{km/ltr} = £0.14/\text{km}$ x by the distance 5,380km = £753.20 there is one mark for the £0.14 and one mark for £753.20 and possibly one mark for the distance if that has had to be calculated.

Option 2

Is to divide the distance by the consumption and multiply that by the price
Eg $5,380\text{km} \div 10\text{km} = 538\text{km} \times £1.40 = £753.20$ worth three marks

The disadvantage of option two is that if the distance is calculated incorrectly there will be no marks, whereas with option one there is a possibility of at least one mark for the price per kilometre.

Question 3

Ansledown Holdings plc intends to open a new operating centre in London, as described in the case study.

Outline SEVEN actions that Ansledown Holdings plc may have to take, to ensure that the proposed London express service operations are authorised by the minimum type of operator licence.

(7 marks)

This question was a fairly straightforward operator licence question and is a virtual copy/paste from relevant training books gaining candidates 7 easy marks.

Again this question wasn't that well answered with marks gained spread from 1 to 7. The peak mark was 5 out of 7 marks but very worryingly nearly the same amount (18) of candidates didn't get any marks at all. 7 candidates achieved a full 7 marks.

Some common mistakes were:-

1. Not providing an outline to their answer.
2. Not stating their answer as an action.
3. Just providing a list.

Some typically correct answers were:-

- Apply for a new operator licence in the South East and Metropolitan Traffic Area
- Submit proof of professional competence OR CPC
- Submit TM1 OR complete section online/VOL for TM
- Submit letter from landlord confirming permission for new company to use site
- Submit proof of financial standing
- Submit proof of maintenance contract
- Pay a fee

Question 4

Ansledown Transport plc is to provide a coach to collect the Walvingham United team from Charles de Gaulle airport in Paris, France.

Use the information provided in the case study to complete the table below for the driver schedule for this journey. Your schedule must start when the drivers begin work at the Walvingham operating centre and end when the vehicle arrives at the stadium.

Notes:

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

Tachograph symbols are NOT accepted.

You **MUST** show the destination for all driving periods.

You **MUST** show local time throughout the schedule

(8 marks)

This was a very straightforward scheduling question which should have gained each candidate 8 marks and was fairly well answered.

Marks gained were quite spread out across all the marks with the peak mark of 8 which was achieved by 14 candidates (13.73%). Unfortunately 25 candidates got 0 marks (24.5%)!

Some common mistakes were:-

1. NOT reading/following instructions correctly especially to state the destination for all driving periods. For some candidates that cost the 5 marks!
2. Not calculating driving time correctly.
3. Putting walkaround only (walkaround what) and not checks or vehicle checks.
4. Not keeping to local time.
5. Using an unscheduled train which then meant marking stopped.
6. By putting rest instead of break. Please note breaks are due to driving or working hours and rests are predominately between two shifts.

A correct schedule is shown below:

Start	Finish	Activity
05.30	05.50	Vehicle Check
05.50	10.20	Drive Ashford OR Tunnel OR Le Shuttle
10.20	11.20	Waiting OR break
11.20	12.55	Crossing OR on Le Shuttle OR train
12.55	16.55	Drive CDG OR Charles de Gaulle OR airport

16.55	17.40	Waiting OR break
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One mark was gained for each correct line.

Question 5

Ansledown Transport plc is to send one of its luxury coaches from its Walvingham operating centre on a one-off tour that will run from England to Belgrade, Serbia.

Give TEN items that should be carried in or on the vehicle during this journey, that would not be required to be carried on a journey within the UK.

Note: Your answer may include documents, cards, stickers, plates or toll payment units
(10 marks)

This question was designed to challenge the candidates knowledge of what should be carried on an international journey.

The question required the candidates to **give** (essentially a list) nine items which was in effect a virtual copy/paste list from the training notes but, however, some candidates gave a full explanation to each answer costing themselves time. Lack of understanding between the verbs used.

This question was reasonably well answered with the majority of candidates scoring between 4 and 7 marks with the peak mark being 7 out of 10. Unfortunately only 1 candidate scored full marks of 10.

Some common mistakes were:-

1. NOT reading the question and the note properly.
2. Not being specific in their answers.
3. Listing items that are required to be carried on a journey in the UK
4. Breaking a single answer down to 2 or 3 sections or the same answer.
5. Writing Driver CPC or Driver Qualification Card instead of International Driver Qualification Card

There were 28 options of answers for this question with some being:-

- ECMT permit
- Motor insurance certificate
- UK sticker
- Vehicle security checklist
- GO-box OR Austrian toll tag OR unit OR transponder
- Crit'Air vignette OR sticker
- International driving permit
- Interbus waybill
- UK licence for the community
- Vehicle registration document / V5C
- Driver Attestation
- Medical prescription
- Angles Morts stickers
- Health insurance OR GHIC (not EHIC)
- Headlamp aim adjuster stickers

Question 6

Ansledown Transport plc's (ATP) board of directors have some concerns about litigation costs and the costs of settling claims that may be made by passengers, employees and visitors to the company's premises, and for damage to vehicles and property.

For each of the events described below, state which insurance policy would indemnify the company against financial claims, as a minimum requirement.

(9 marks)

This question was designed to challenge the candidates knowledge of insurance requirements and to state the insurance required to cover the listed incident.

This question was reasonably well answered with the majority of candidates scoring between 4 and 7 marks with the peak mark being 7 out of 9. Only 5 candidates scored full marks of 9.

Some common mistakes were:-

1. Lack of attention to detail by not stating the level of motor insurance either as third party or comprehensive.
2. Lack of understanding as to the cover provided by different types of insurance.

A selection of typically correct answers:-

Question	Answer
An injury to a passenger on an ATP bus or coach	Third Party Motor Insurance
An injury to a visitor to ATP premises.	Public Liability Insurance
Damage caused to an ATP bus, in collision with a council-owned bus shelter	Comprehensive Motor Insurance
Theft of cash collected as bus fares, committed by an ATP employee	Fidelity Guarantee policy
Delay caused to a passenger on an ATP 'all-inclusive' package holiday	Holiday Insurance
Loss of company profits because of a catastrophic event at an operating centre	Consequential Loss Insurance