



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

Examination Date – 6th March 2026

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 on the Skills and Education Group Awards website.

2. Exam Results

As always, the pass mark for both the P1 (Multiple Choice) paper and the P2 (Case Study) paper was set as part of the Awarding process completed by examiners and S&EG quality.

P1 paper – multiple choice

The pass mark for this paper was set at 39, with 37 (38.9%) candidates achieving this mark. 95 candidates sat this examination.

Unfortunately, a significant technical fault occurred with the online papers, which was out of Skills and Education Group's control, and this was taken into account when setting the pass mark for this exam.

Information has gone out to training centres on this issue, and actions are being taken to ensure that it doesn't happen again.

My sincerest apologies to all those who were affected.

R2 paper

The pass mark for this paper was set at 32, with 39 (50%) candidates achieving this mark. 78 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 of eliminating 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 candidate's 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 a 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; 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.

- a) **Give / state / identify**
- b) **Describe/outline / detail**
- c) **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 again, at just over a third. It has been fairly low for quite a while now. Even with the unfortunate issue factored in, the number of candidates passing this exam still seemed very similar to past examinations.

The correct answer for each question scored fairly high; however, a significant number 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

As per all Chief Examiner Reports, we have provided a sample of answers for each question. Some training centres do ask for further confirmation/explanation on various questions, which we are happy to provide.

For this examination series, it was decided, reflecting a commitment to transparency and aligned with our objective of supporting training centres in preparing candidates effectively, to publish all examination answers. The allocation of marks has also been provided, together with any relevant explanatory notes.

A substantial amount of quality assurance work is undertaken to ensure that each examination paper is fair, balanced, and consistent across series. This includes, at the standardisation stage, reviewing and, where necessary, refining the mark scheme to address any anomalies identified during the initial phase of marking. Where applicable, such adjustments have been highlighted within this report.

We sincerely hope that this extra information will prove helpful to you all 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 Marks column states, “Mark the first 8 answers only”, 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.
6. 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.
7. Examiner notes have been included for individual questions where appropriate.

Question 1

Cheston Grange Travel plc has provided its drivers with a number of resources and facilities to help them with vehicle walkaround checks, with the aim of minimising the prohibition notices issued for their vehicles.



Give **EIGHT** additional items, resources or facilities that the company could provide, to further improve drivers' ability to complete effective vehicle walkaround checks.
(8 marks)

This was a fairly easy question, albeit requiring some thinking by the candidate, that asked for additional items that would assist a driver in carrying out their daily walk round check and should have provided a significant amount of marks; the question was not well answered.

The majority of candidates scored between 1 and 6 marks, with the peak mark being 4 out of 8. Only 4 candidates scored the full 8 marks.

Some common mistakes were:-

1. Copying out from the Guide to Maintaining Roadworthiness those items that are required by a maintenance provider
2. Repeating items already listed in the case study

Set out below are twenty-one possible answers that were considered acceptable for the 8 marks awarded for this question.

ANSWER	MARKS
Check sheet OR nil defect form	Mark the first 8 answers only 1 mark per correct answer.
Vehicle handbook	
Access to the Guide to Maintaining Roadworthiness	
Periodic OR Annual OR Refresher Training OR Toolbox Talks	
Instructions/information provided in one's own language	
Posters OR visual aids	
Access to a Torch/inspection light	
Access to the measuring pole	
Access to the Brake application tool	



Access to a Mirror for checking brake lights / Underneath	
Access to a Torque wrench	
Access to the steps/ladder	
Access to a Hammer	
Access to a T-key / Locker key / Panel key	
Access to basic tools	
Access to water	
Access to oil	
Access to fuses	
Access to Screen wash	
Access to Cleaning materials	
Access to Handwashing facilities	
TOTAL MARKS	8

Question 2

The case study details the four new local bus services that Cheston Grange Travel plc intends to operate. The company will need to decide how many vehicles it will need each day.

- (a) Use the information provided in the case study to calculate the minimum number of buses required to operate the four local bus services each day, assuming that none of the services is interworked.

Notes: You MUST show all your workings, including the following:

- Total round-trip journey time for each service, including layovers, in minutes
- The minimum number of buses required to operate each service
- The total number of buses required

(9 marks)



- (b) Use the information provided in the case study to calculate the minimum number of buses required to operate the four local bus services each day, assuming that the four services are interworked.

(2 marks)

Part A

This question required candidates to calculate the number of vehicles required for four different bus routes. To do this, candidates had to first calculate the total single journey time for each route, then divide that by the headway for each route, with answers rounded up to the whole number of buses. As can be seen in the mark scheme below, marks were given for the total journey time and the correct number of buses.

Part B

Candidates were asked to calculate whether the total number of buses required could be reduced if the services were interworked.

Unbelievably, 27 candidates either did not attempt this question or just got it totally wrong. This is a fairly simple question that should have gained very high marks.

The marks gained were spread out fairly evenly between 1 and 11 marks, with peaks at 3, 9, 10 and 11 marks. 22 candidates did manage to score the full 11 marks (28%).

Many other candidates demonstrated an understanding of the method, but used the journey for half the route.

Set out below is the model answer.

ANSWER					MARKS
(a)					
	CG1	CG2	CG3	CG4	
Running	64	72	76	100	
Layover	8	10	8	10	
Total	72	82	84	110	1+1+1+1
Divide by headway	15	20	25	20	
	4.8	4.1	3.36	5.5	



Number buses	5	5	4	6	1+1+1+1
Total buses	20				1
(b)					
Workings	$4.8+4.1+3.36+5.5 = 17.76$				1
Number buses	18				1
TOTAL MARKS					11

Question 3

Cheston Grange Travel plc is to provide a tour to the Netherlands, Belgium and France for members of the Thailand International Cultural Experience programme.

Use the information provided in the case study to complete the table below for the driver schedule for the journey to The Hague. Your schedule must start when the driver begins work at the Cheston Grange operating centre and end on arrival at the coach park in The Hague.

Notes:

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

Tachograph symbols are **NOT** accepted.

You **MUST** show local times throughout.

(12 marks)

This question was a fairly straightforward schedule that required candidates to arrive at a number of different points at fixed times. This question was fairly well answered.

The majority of candidates scored between 5 and 10 marks, with the peak mark being 10 out of 12. Only 3 candidates scored the full 12 marks.

Some common mistakes were:-

1. Not gathering the relevant information from the case study.

2. Miscalculating the correct start time and then extending or reducing the first break to achieve the correct pick-up time at the airport.
3. Not following the customer's requirements in France.
4. Not boarding the ferry at 1030hrs. Marking was stopped for this error.
5. Failure to keep to local times.

Candidates who did not use the 24-hour clock were still awarded marks if they bothered to make clear that it was pm and not am.

Set out below is the model answer.

Answer Notes:-

1. If embarkation didn't start at 1030hrs, marking was stopped, as the case study had an explicit requirement to embark at 1030hrs.
2. If the schedule becomes illegal, marking stops. This has the potential to occur on the second-to-last line if a 1.5-hour rest period isn't programmed in due to the driver having a split daily rest totalling 11 hours. Many candidates missed the requirement of a split daily rest (#).
3. The time column is not required in the exam, but is there to assist the examiners when candidates calculate times incorrectly.
4. If the times are incorrect but the duration is correct, the mark is still awarded and marking continues.
5. Unnecessary activities result in no mark for the following line.
6. No mark is awarded for unnecessarily split driving periods.

ANSWER					MARKS
Start	Finish	Time	Activity	Mode	
0620	0635	15	Checks	Other work	1
0635	0650	15	Drive airport	Driving	1
0650	0748	58	Wait OR POA OR break	POA OR break	1



0748	0750	2	Drive terminal	Driving	1
0750	0800	10	Boarding	Other work	1
0800	0900	60	Drive Harwich	Driving	1
0900	1030	1.5 hrs	Rest passengers' breakfast / check in	Rest # / Break	1
1030	1040	10	Embark OR drive	Driving	1
1040	1840 OR 1940	8 hrs	Ferry OR crossing OR rest	Rest # / Break	1
1940	2000	20	Drive The Hague	Driving	1
2000	2130	1.5 hrs	Rest passengers disembark	Rest #	1
2130	2140	10	Drive coach park	Driving	1
TOTAL MARKS					12

Question 4

Cheston Grange Travel plc (CGT) is to provide a tour of the Netherlands, Belgium and France for members of the Thailand International Cultural Experience programme.

Use the information provided in the case study to calculate the total cost to CGT of the 6-day, 5-night tour.

Notes:-

You MUST name each cost item and give a total for each, to the nearest 1p.

You MUST show all your workings.

(15 marks)

This was a typical straightforward costings question that was reasonably well answered, with a significant number of candidates getting more than 50%.

The marks gained were spread out fairly evenly between 3 and 13 marks, with peaks at 8, 9, and 10 marks. 13 candidates did manage to score the full 15 marks.



Candidates are reminded that when doing the currency conversion, they either multiply or divide. If the method used gives an answer of more pounds sterling than Euros, they have used the wrong method.

Some common mistakes were:-

1. Not showing the workings.
2. Not working out the travel distance correctly.
3. Using the incorrect number of days.
4. Incorrect conversion from Euros to pounds.
5. Failing to clearly identify or name the cost.

Answer Notes:-

1. It was agreed at the standardisation meeting that, as many candidates were either missing the 1km drive at the airport and/or the 1km embarkation of the ferry at Harwich, we allowed answers for tyres, fuel and maintenance based on the adjusted total mileage. However, no mark was earned for the incorrect travel distance or the incorrect total cost.
2. Failed to show the workings as requested in the Notes to this question.
3. Marks are not awarded where the cost hasn't been clearly identified or named.
4. Full marks (3) were given if the Allowance, Tolls and Le Shuttle were named and then added together and converted Euro's to Pound Sterling as a single answer.

Set out below is the model answer

ANSWER				MARKS
Distance 15+1+70+1+20+5+608+170	888km	889km	890km	1
Depreciation (£254,070-£155,000) / 6 years /242 x 6 days			£409.38	1+1
Other standing costs £33,200/ 242 x 6 days			£823.14	1



Driver 6 x £180			£1,080	1
Passenger assistant 6 x £100			£600	1
Tyres £0.05 x as per column	£44.40	£44.45	£44.50	1
Fuel £0.14 x as per column	£124.32	£124.46	£124.60	1
Maintenance £0.15 x as per column	£133.20	£133.35	£133.50	1
European allowance 5 x €60 x 2 x 0.87			£522	1+1
Tolls €97 x 0.87			£84.39	1
Ferry			£1,200	1
Le Shuttle €342 x 0.87			£297.54	1
Total costs			£5,319.05	1
TOTAL MARKS				15

Question 5

Cheston Grange Travel plc (CGT) is to provide a tour to the Netherlands, Belgium and France for members of the Thailand International Cultural Experience programme.

Give **SIX** documents that the passengers must carry on the tour and may be required to produce at an international border
(6 marks)



This was a typical, straightforward question covering passenger documentation that was reasonably well answered.

The majority of candidates scored between 2 and 6 marks, with the peak mark being 4 out of 12. 11 candidates scored the full 6 marks.

Some common mistakes were:-

1. Listing documents required by the driver.
2. Specifying EHIC when this is not viable for Thai Nationals.
3. Just stating visa and not being specific.

Set out below are 10 acceptable answers for the six marks available

ANSWER	MARKS
Passport	Mark the first 6 answers only
UK visa	
Schengen visa (NOT Netherlands, Belgian or French visa)	
Travel insurance policy OR ‘ proof of... ’	
Health insurance	
Proof of accommodation	
Proof of funds	
Return OR onward ticket	
Itinerary	
Prescriptions for medications	
TOTAL MARKS	6



Question 6

The case study provides information about Cheston Grange Travel plc (CGT) that shows that they have breached their operator licence undertakings, or requirements set out in the Senior Traffic Commissioner's Statutory Guidance Documents, in a number of respects.

Describe **EIGHT** such breaches that the company has committed.

Note: You are required to describe each breach. Lists of the standard operator licence undertakings will not earn marks.

(8 marks)

This question was designed to test a candidate's knowledge of operator licensing requirements. In theory, it should have earned candidates an easy 8 marks.

However, a surprising number of candidates (20) either did not attempt this question or totally failed to get the right answers.

The majority of candidates scored between 3 and 6 marks, with the peak mark being 5 out of 8. Sadly, only 2 candidates scored the full 8 marks.

Some common mistakes were:-

1. Failure to state that Cheston Grange Travel **did not** or **failed to** notify, etc
2. Using wording such as “notify” or “should have” or “need to” as part of the answer was incorrect, as this is just a statement that they need to do something, and not a breach; not doing so is the breach
3. Failure to identify who needed to be notified. The use of the abbreviation VOL instead of the words Traffic Commissioner was accepted.

Set out below are 13 acceptable answers for the eight marks available.



ANSWER	MARKS
Did not OR failed to notify Traffic Commissioner of adding OR change of director	<p>Mark the first 8 answers only</p> <p>1 mark per correct answer.</p>
Did not OR failed to notify Traffic Commissioner of change of registered office	
Did not OR failed to notify Traffic Commissioner of the transport manager's conviction	
Did not OR failed to notify the Traffic Commissioner of the change of OR's new maintenance provider	
Did not OR failed to notify the Traffic Commissioner of a vehicle added OR a new vehicle	
Did not OR failed to notify the Traffic Commissioner of speeding fines	
Did not OR failed to notify the Traffic Commissioner of any prohibitions	
Vehicles not kept in a fit and serviceable condition	
Maintenance records are kept for only 12 months, or not kept for 15 months	
Working time records kept for only 12 months, OR not kept for 24 months OR 2 years	
Failing to ensure drivers do not exceed speed limits OR break the law	
CGT has insufficient funds to meet the financial standing criterion	
Using an unauthorised maintenance provider	
TOTAL MARKS	