

# **Level 3 CPC (Certificate of Professional Competence) for Transport Managers (Passenger Transport) June 2024**

## **Examination Date – 7<sup>th</sup> June 2024 Chief Examiner Report.**

### **General Comments**

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.

As is always the case, the pass mark for this paper was set as part of the Awarding process  
The pass mark was set at 28 and 72.2 % of candidates achieved this level.

The P1 (Multiple Choice) paper was also considered at the awarding meeting and examiners concluded that the pass mark for this paper should be set at 42. 66.9% of candidates achieved this mark.

Many of the general comments given below are unfortunately having to be repeated in successive reports.

Some centres are still giving candidates loose sheets of paper on which to write answers, even where the spare pages at the back of the answer booklet have not been used. This practice should stop, as it risks candidates not being awarded marks if the loose sheet has become detached from the answer booklet, thereby making it impossible for an examiner to determine to which candidate the answer should be attributed.

It is important for candidates to note that examiners will always mark the first answer given in the answer booklet, unless it has been clearly crossed out and annotated to show that the candidate has rewritten the answer on a different page. Once again, examiners found a few instances where candidates had rewritten an answer, but not crossed out a previous one.

Candidates should also note that where a question demands a specific number of answers, only this number will be read by examiners and any further answers will not even be considered, even if correct.

It is important that candidates should read and follow instructions given in the notes to each question.

Comments below for individual questions will explain more fully, the above comments and are designed to assist students and tutors when preparing for future examinations

## Question 1

You have been asked to submit proposals to Inbound Education Ltd. regarding possible day trips for their students.

Use the information provided in the case study to calculate whether each of their proposed trips could be completed in a single day while adhering to company policies and IE's requirements.

### **NOTE**

You **MUST** show all your workings, including driving time, overall working time (shift length) and break times and you **MUST** state whether or not each trip is possible.

This question was not well answered, there being a number of different common errors in candidate answers. Some candidates did not show total driving times, some did not show total working time and some did not state whether or not each trip was possible, while adhering to the specific requirements as detailed in the case study. Many candidates failed to include in their timing calculations the 10 minutes taken to drive each way to and from the centre.

Quite a lot of candidates wasted a great deal of time by answering in very roundabout ways, for example, by scheduling each trip, instead of simply adding driving time, other work and breaks (where necessary) to give total times, thereby determining whether the trip was possible or not.

Some candidates are still not correctly calculating times, when given distance and speed figures. Eg.  $287\text{km} \div 70\text{kph} = 4.1\text{hrs}$ . This is NOT 4hrs 10 minutes, but 4hrs 6 mins

An example of a simple straightforward correct answer is given below.

#### Bath

$$210\text{km}/56\text{kph} = (3\text{h } 45\text{m each way} + 10\text{min to centre}) \times 2 = \mathbf{7\text{h } 50\text{m}}$$

$$(\text{No break required}) + 1\text{hr other work} + 5\text{hr } 30\text{m at destination} = \mathbf{14\text{h } 20\text{m}}$$

**CAN be done**

#### Swansea

$$325\text{km}/65\text{kph} = (5\text{hr each way} + 10\text{min to centre} + 45\text{min break}) \times 2 = \mathbf{11\text{h } 50}$$

$$+ 1\text{hr other work} + 5\text{hr } 30\text{m at destination} = \mathbf{18\text{h } 20\text{m}}$$

**CAN NOT be done**

#### Liverpool

$$290.5\text{km} / 70\text{kph} = (4\text{h } 9\text{m each way} + 10\text{min to centre}) \times 2 = \mathbf{8\text{h } 38\text{m}}$$

$$(\text{No break required}) + 1\text{hr other work} + 5\text{hr } 30\text{m at destination} = \mathbf{15\text{h } 8\text{m}}$$

**CAN NOT be done**

#### Stoke on Trent

$$204.75\text{km} / 65\text{kph} = (3\text{h } 9\text{m each way} + 10\text{min to centre}) \times 2 = \mathbf{6\text{h } 38\text{m}}$$

$$(\text{No break required}) + 1\text{hr other work} + 5\text{hr } 30\text{m at destination} = \mathbf{13\text{h } 8\text{m}}$$

**CAN be done**

#### York

$$287\text{km} / 70\text{kph} = (4\text{h } 6\text{m each way} + 10\text{min to centre}) \times 2 = \mathbf{8\text{h } 32\text{m}}$$

$$(\text{No break required}) + 1\text{hr other work} + 5\text{hr } 30\text{m at destination} = \mathbf{15\text{h } 2\text{m}}$$

**CAN NOT be done**

## Question 2

Inbound Education Ltd. have asked for a flat rate per trip to be quoted for all their day trips. The total revenue from all those operated at this flat rate must equal the total that would have been received if each had been priced individually.

IE have decided that if any of the day trips cannot be operated as described in their requirements in the case study, they will reduce the time spent at the destination in order to meet legal requirements.

Use the information in the case study to calculate the following:

### **NOTES**

You **MUST** show all your workings out.

You **MUST** name each cost and give a total for each rounded up to the nearest penny.

- (a) Total standing cost per day for one 49-seat coach
- (b) Total running cost per Kilometre for one 49-seat coach
- (c) The total cost of operating each of the proposed trips
- (d) The flat rate to be quoted per trip

As was the case with Q1, many candidates wasted a great deal of time on this question, by answering in a very time-consuming way.

Parts (a) and (b) of the question should have led candidates to realise that all that was required of them was to take the totals calculated in those parts and use them, together with the mileage for each destination to calculate the cost for each.

Candidates then had to add those totals together to get a total for all trips and divide that by 5 to get an average cost per trip.

The case study stated that the company always add a 20% markup to costs when preparing quotations, so the average cost per trip, plus 20% is the flat rate per trip to be quoted to the customer.

It is common industry practice to quote a flat rate per destination to a customer, when multiple destinations are involved. The principle will always be the same, in that the total cost for all trips is divided by the number of trips involved, to give an average cost per trip. Any profit markup is then added to that average cost to give the flat rate to be quoted.

Many candidates wasted time by calculating the separate running costs for fuel, maintenance and tyres for each separate trip, then adding the standing cost and in many cases, the 20% markup. Part (c) of the question asked for the total cost of operating each trip.

**PROFIT MARKUP IS NOT A COST** and should not therefore be included in the total cost per trip. It is always added at the end, when the question demands the rate to be quoted.

An example of a correct answer is given below.

### Daily cost for 49-seater

Standing cost £20,400 / 240 days =	£85.00
Driver	£150.00
Total	<b>£235.00 per day</b>

### Running cost for 49-seater

Maintenance £16,000 / 50,000km =	£0.32
Fuel cost £1.40 / 4kpl =	£0.35
Tyre cost £2,800.00 / 70,000km =	£0.04
Total	<b>£0.71 per km</b>

### Bath

$(210 + 5) \times 2 = 430\text{km @ } £0.71 =$	£305.30
Plus daily cost	£235.00
Total	<b>£540.30</b>

### Swansea

$(325 + 5) \times 2 = 660\text{km @ } £0.71 =$	£468.60
Plus daily cost	£235.00
Total	<b>£703.60</b>

### Liverpool

$(290.5 + 5) \times 2 = 591\text{km @ } £0.71 =$	£419.61
Plus daily cost	£235.00
Total	<b>£654.61</b>

### Stoke on Trent

$(204.75 + 5) \times 2 = 419.5\text{km @ } £0.71 =$	£297.85
Plus daily cost	£235.00
Total	<b>£532.85</b>

### York

$(287+5) \times 2 = 584\text{km @ } £0.71 =$	£414.64
Plus daily cost	£235.00
Total	<b>£649.64</b>

Total cost for 5 day trips = **£3081.00** ÷ 5  
= **£616.20 per trip** Add markup @ 20% = **£123.24**

Total to charge = **£739.44**

### **Question 3**

**The partners have decided to change the business from a partnership to a limited company.**

- (a) Outline TWO advantages of changing to a limited company.**
- (b) Outline TWO unrelated disadvantages of doing so.**
- (c) Describe SIX actions in relation to operator licensing that the change to a limited company will require. You are NOT required to give form numbers.**

Parts (a) and (b) of this question were extremely well answered, with most candidates gaining all four of the available marks. Part (c) however, was less well answered, with many candidates not understanding the requirement to surrender the existing licence and apply for a new one when a business entity changes, i.e. when a partnership ceases to exist and a limited company is formed.

It is also worth repeating here, that where a question demands 'actions', the answer must include a verb. Simply giving a list of documents will not gain any marks unless the description states, for example, submit..... or upload..... or send.....the relevant documents.

### **Question 4**

**TT is currently rated 'amber' under the Operator Compliance Risk Score (OCRS) system. You are determined to ensure that this rating does not get worse, and you intend to make changes that will help the company's score return to 'green'.**

**You have decided to address the effectiveness of the drivers' daily walkaround checks by implementing new procedures and providing additional facilities. You have already bought new personal protective equipment for the drivers to use.**

- (a) Outline FOUR procedures which you should introduce to aim to ensure that walkaround checks are being and have been carried out effectively.**
- (b) Give EIGHT additional facilities or resources that TT could provide for its drivers to HELP THEM carry out walkaround checks more effectively.**

The answers to this question would not be found in most training notes, but rather, it required candidates to think for themselves about how best to ensure that drivers' daily walkaround checks were being completed and about how they could be audited in order to ensure that they are being completed effectively. Part (b), in response to that, asked what an operator could or should provide to help drivers with this task.

This question in particular demonstrated the need for candidates to read questions very carefully before answering and to ensure after answering that they had actually answered exactly what had been asked.

In part (a) of this question, most candidates did not outline what an operator should do to ensure that checks had been completed fully, but rather, gave answers which should have been given in part (b), which asked what could be provided for drivers to help them carry out an effective check.

For part (b), a number of candidates gave answers including 'brake test', or 'emission test' or 'headlamp aim test' equipment. These answers did not attract marks as these items are not necessary for a driver daily walkaround check.

### **Question 5**

**Trevor and Blight are unsure of the purpose of OCRS (Operator Compliance Risk Score) and how it works. You are required to assist them in understanding OCRS**

- (a) Give the rolling time period over which OCRS data is collected and applied.**
- (b) State how often an operator's score is updated.**
- (c) Outline the TWO categories of OCRS which together produce the combined score.**
- (d) Outline THREE possible 'encounters' during which data may be collected for the score.**

This question was very well answered with candidates being able to extract correct answers from most training notes, as long as they are able to locate the correct answers within their notes.

### **Question 6**

**Traffic Commissioners have a number of options which they can take in the event that an operator is found to be in breach of one or more regulations, or if they consider that the operator and/or Transport Manager have lost their good repute.**

**Outline FIVE decisions which a Traffic Commissioner may consider in such an event.**

Most candidates correctly outlined three of the decisions which are available to a Traffic Commissioner, but few correctly outlined five. Many gave the answer 'Issue an Improvement Notice'. These are issued by Health and Safety Executive inspectors where they find a breach of HSE regulations, not by Traffic Commissioners. A further common incorrect answer was 'Call a Public Inquiry' This is not a decision, but rather an offer by the Traffic Commissioner to the operator to attend and present evidence before the Traffic Commissioner makes a decision.

In addition to Revoke, Suspend or Curtail the operator licence, other decisions could be to disqualify the Transport Manager from acting in that capacity or disqualify the director(s) from holding or obtaining an operator licence, to impose conditions or undertakings on the licence or possibly issue a formal warning to the operator.

**Chief Examiner  
4<sup>th</sup> July 2024**