

The envelope, which contained this paper, will have been cut open in front of you.

Instructions to the candidate - to be read before the examination**Level 3 Certificate of Professional Competence for Transport Managers (Passenger Transport)
Multiple Choice Question Test - SAMPLE**

You should have the following for this examination:

- This examination paper
- An answer sheet
- An HB pencil and eraser

This question paper contains 60 Multiple Choice Questions. To pass you must correctly answer 42 out of 60 questions.

You have 2 hours to complete the paper; however, you may leave the examination room after 30 minutes. Do not turn to page 2 of this paper until instructed to do so by the invigilator.

You may not refer to any book or material whilst taking this examination. You may however use a calculator if required.

You must use an HB pencil to complete all parts of the answer sheet.

You must select only one answer out of the four choices (lettered A, B, C and D) offered. Only one answer is correct.

When answering each question please ensure that you mark your answer with an HB pencil on the answer sheet. If, for example, you decide that for Question 1 the correct answer is 'B', mark your answer sheet like this:

	A	B	C	D
1	☐	☒	☐	☐

No toilet breaks are allowed during the exam only where reasonable adjustments are given.

If you want to change your answer, rub out your first choice with an eraser and then mark boldly the answer you have now decided is correct.

If you find a question difficult, leave it and return to it later.

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Paper No:CPCPTSAMPLE

Q1. If a coach operator's offer to provide transport services to a client is made subject to conditions,

When should the conditions be communicated to the client?

- A.** At or before the time that the contract is made
- B.** Before any services are provided
- C.** Only if the contract is made in writing
- D.** As soon as possible after the contract is made

Q2. Which of the following elements are required to form a legally-binding business contract?

- 1. Fairness
- 2. Acceptance
- 3. Confirmation in writing
- 4. Intention
- 5. Capacity
- 6. Consideration

- A.** 1, 2, 3 and 5 only
- B.** 1, 2 and 6 only
- C.** 1, 4 and 5 only
- D.** 2, 4, 5 and 6 only

Q3. If a contractual dispute between a UK coach operator and its client has not been settled by negotiation between the parties.

How may the dispute be resolved?

- A.** In a Magistrates' Court
- B.** By a Traffic Commissioner
- C.** In a civil court
- D.** By a Transport Tribunal

Q4. Which one of the following items of information must appear on a limited company's business letters?

- A.** The company registration number
- B.** The name of the company secretary
- C.** The names of all directors
- D.** The date of the company's registration

Q5. Five people form a business partnership. They do not draw up a formal deed of partnership.

Which of the following standard provisions of the Partnership Act 1890 would apply?

1. Each partner must be paid a salary
2. The partnership will accept any liabilities incurred by a partner in pursuing the firm's business
3. Additional partners may be introduced following a majority vote
4. Partners may not sell their share of the business without the approval of all the other partners

- A. 1 and 2 only
- B. 3 and 4 only
- C. 2 and 3 only
- D. 2 and 4 only

Q6. The holder of a free travel pass, which was issued as part of a local authority concessionary fare scheme, is injured whilst travelling on a PSV.

Who is responsible for providing compensation?

- A. The operator is liable
- B. The local authority is liable
- C. The operator and the local authority are jointly liable
- D. There is no liability for non-fare paying passengers..

Q7. In the event of a members' voluntary winding-up of a limited company, what declaration must the directors file with the Registrar of Companies?

- A. Bankruptcy
- B. Solvency
- C. Total debt
- D. Insolvency

Q8. Under the Health and Safety at Work Act 1974, whom must employers protect from health and safety risks?

- A. Employees only
- B. Full-time employees only
- C. Visitors only
- D. Both employees and visitors

Q9. Treblig Coaches issues a letter of dismissal to one of its drivers, who has been employed by the company for just over five years.

What is the minimum period of notice the employee is entitled to?

- A. One week
- B. Two weeks
- C. Five weeks
- D. Six weeks

Q10. Statutory Sick Pay (SSP) is payable to employees who are off work because of sickness, but not for the first how many days away from work?

- A. Two days
- B. Three days
- C. Four days
- D. Five days

Q11. An HSE officer issues an improvement notice, requiring a company to make specified changes.

What is the minimum period allowed for the changes to be completed?

- A. 7 days
- B. 14 days
- C. 21 days
- D. 28 days

Q12. Under Regulation EU165/2014, a driver using an analogue tachograph must be able to show tachograph charts for the current day and how many preceding days?

- A. 7 days.
- B. 14 days
- C. 21 days
- D. 28 days

Q13. A driver who is working subject to Regulation EC561/2006 may drive a coach for up to how many hours in a single day?

- A. 8 hours
- B. 9 hours
- C. 10 hours
- D. 11 hours

Q14. A coach arrives at Harwich Docks at 08.00 hrs, when its driver begins a rest period, using the vehicle's bunk. After three hours, the rest is interrupted for 15 minutes, for the coach to embark on a ferry.

The ferry crossing takes five hours, during which the driver continues the rest period in a cabin. After disembarking the ferry and driving to a parking area, which takes 20 minutes, the driver continues the rest the local time is now 14.35 hrs.

When is the earliest a driver can resume the journey?

- A. 14.35 hrs
- B. 16.35 hrs
- C. 17.35 hrs
- D. 23.35 hrs

Q15. An employee starts a period of Statutory Maternity Leave.

What is the maximum duration she may take?

- A.** 13 weeks
- B.** 26 weeks
- C.** 39 weeks
- D.** 52 weeks

Q16. RIDDOR reports must be submitted by employers for which of the following events?

1. An employee cuts a finger in the transport office, requiring minor treatment before continuing to work
2. A driver suffers a broken arm after falling from a company vehicle
3. An office worker is injured at work and unable to perform normal duties for two days
4. An office worker is injured at work and unable to perform normal duties for 16 days
5. A visitor is hit by an operator's coach at the operating centre, but no injuries are caused

- A.** 1, 2 and 5 only
- B.** 2, 3 and 4 only
- C.** 2 and 4 only
- D.** 2, 4 and 5 only

Q17. Drivers who work exclusively subject to Regulation EC561/2006 may average no more than how many hours of work per week over a reference period?

- A.** 40 hours
- B.** 42 hours
- C.** 45 hours
- D.** 48 hours

Q18. Walvingham Coaches Ltd operates a local bus services within the UK and has no VAT taxable sales.

What is the company VAT position?

- A.** Must register for VAT.
- B.** Must register for VAT and start to charge passengers VAT at 20% on local bus service fares
- C.** Is not eligible to register for VAT
- D.** May register for VAT voluntarily

Q19. What is the Tour Operators Margin Scheme (TOMS)?

- A.** Allows drivers to extend the period between weekly rests to 12 days
- B.** Is a special VAT scheme for UK businesses that buy in and resell travel, accommodation and other services
- C.** Only applies to travel services provided entirely within the UK
- D.** Does not apply to travel services provided entirely within the UK

Q20. A sole trader supplies minibus services in the UK under a Standard National operator licence.

Any annual profits generated from running the business will be subject to?

- A.** Income Tax
- B.** Value Added Tax
- C.** Corporation Tax
- D.** Capital Gains Tax

Q21. If a coach operator allows a regular customer 30 days to pay for services, what is the name of the document sent each month detailing any amounts owed?

- A.** An invoice
- B.** A credit note
- C.** A statement
- D.** A pro-forma invoice

Q22. A company's trading account shows which of the following items?

- A.** Net profit
- B.** Gross profit
- C.** Capital employed
- D.** Indirect costs

Q23. Which of the following financing methods provides a source of long-term funds?

- A.** Amounts owed to the company's suppliers
- B.** The issue of new shares
- C.** A bank loan, repayable within six months
- D.** A bank overdraft

Q24. If an operator wishes to get information about the ability of a potential customer to pay their bills.

Which document available from the public record can be used to check the customer's creditworthiness?

- A.** Balance sheet
- B.** Cash flow forecast
- C.** Trading account
- D.** Bank statements

Q25. What is the effect of a reduction in a company's fuel costs?

- A.** Increasing the company's gross profit only
- B.** Reducing the company's gross profit only
- C.** Increasing both the company's gross profit and its net profit
- D.** Reducing both the company's gross profit and its net profit

Q26. A limited company's fixed assets are valued at 1,00,000.

Its current assets are £500,000; its current liabilities are £300,000; and its liability for long-term loans amounts to £100,00.

What is the company's capital employed?

- A. £1,000,000
- B. £1,100,000
- C. £1,200,000
- D. £1,500,000

Q27. Walvingham Transport Ltd's current assets are £25,000; its current liabilities are £12,500.

What is the company's working capital ratio?

- A. £12,500
- B. £25,000
- C. 50%
- D. 2: 1

Q28. Which of the following are classed as liquid assets?

- 1. Cash
- 2. Debtors
- 3. Creditors
- 4. Plant and equipment
- 5. Parts stocks

- A. 1, 2 and 3 only
- B. 1 and 5 only
- C. 1 and 2 only
- D. 2, 3 and 4 only

Q29. A bus operator prepares a report, showing how actual costs compare to budget for the first three months of its financial year. The report shows that fuel costs are 20% above the budgeted level.

Possible reasons for this adverse variance include which of the following?

- 1. The vehicles travelled fewer miles than budgeted
- 2. The vehicles travelled more miles than budgeted
- 3. Fuel prices have been higher than budgeted
- 4. The fuel storage tank at the operating centre has a leak
- 5. Fewer vehicles have been operated than planned in the budget.

- A. 2, 3 and 4 only
- B. 1, 3 and 4 only
- C. 1, 4 and 5 only
- D. 1, 2 and 3 only

Q30. In transport operations, what is the term for costs that are both direct and fixed?

- A. Running costs
- B. Standing costs
- C. Controllable costs
- D. Variable costs

Q31. Walvingham Transport provides a bus that travels between Walvingham town centre and its railway station, nine miles away. The bus runs every 30 minutes between 06.00 hours and 18.30 hours.

What is Walvingham Transport providing?

- A. A regular service
- B. An excursion
- C. A shuttle service
- D. A local service

Q32. Treblig Buses Ltd provides a local service, for which passengers pay fares which are calculated using the following table.

Distance travelled	Fare per kilometre
Up to 5 km	£1
6 km to 10 km	80p
Over 10 km	60p

What are these known as?

- A. Tapered fares
- B. Zonal fares
- C. Concessionary fares
- D. Fat fares

Q33. A railway company suspends its service for one day to complete maintenance work, It invites Walvingham Coaches to provide a 'rail replacement service'.

What type of service is being provided?

- A. Must be put out to tender, for all local operators to apply
- B. Must be registered as a 'local service'
- C. Will operate under the railway company's conditions of carriage
- D. Must run to the same timetable as the train service it replaces

Q34. Which of the following are sources of secondary market research information?

- A. Email surveys
- B. Telephone surveys
- C. Internet searches
- D. Passenger comment cards

Q35. Which of the following insurance policies are legally required to be purchased by a large national UK coach operator?

- A. Employers liability insurance
- B. Fidelity Guarantee insurance
- C. Public liability insurance
- D. Health & Safety insurance

Q36. Walvingham Coaches sends an email to 400 of its 600 customers, offering a two-day tour to London. 100 customers reply, of whom 20 confirm their interest in the tour.

What is the response rate for the offer?

- A. 5%
- B. 20%
- C. 25%
- D. 67%

Q37. Treblig Transport uses an electronic ticketing system, pre-programmed in the transport office with fare stages and amounts to charge.

Using this system should reduce which of the following risks?

- 1. Driver errors
 - 2. Out of date fares being charged
 - 3. Passengers travelling further than entitled
 - 4. Drivers failing to issue tickets
- A. 1 and 2 only
 - B. 1 and 3 only
 - C. 2 and 4 only
 - D. 3 and 4 only

Q38. If a bus route has a frequency of 10 buses per hour, what will be the headway between buses?

- A. 6 minutes
- B. 10 minutes
- C. 12 minutes
- D. 15 minutes

Q39. Within what timeframe must the Traffic Commissioner be informed of any matter that could affect the good reputé, professional competence, or financial standing of a PSV operator licence holder?

- A. 7 days
- B. 14 days
- C. 28 days
- D. 2 months

Q40. An operator is applying to register a local bus service in Liverpool.

Which of the following particulars must be submitted to the Traffic Commissioner?

- 1. Fare table
 - 2. Timetable
 - 3. Route details
 - 4. Vehicle sizes
-
- A. 1, 2 and 3 only
 - B. 2 and 3 only
 - C. 1, 3 and 4 only
 - D. 2 and 4 only

Q41. Alex wishes to use a taxi to operate a local service.

Which of the following statements is correct?

- A. Alex does not require an operator licence
- B. Alex requires a Special Restricted operator licence
- C. Alex requires a Restricted operator licence
- D. Alex requires a Standard National operator licence

Q42. On 5 May a Traffic Commissioner published details of an operator licence application in 'Notices and Proceedings'.

By what date must Statutory objectors lodge their objections with the Central Licensing Office?

- A. 19 May
- B. 26 May
- C. 3 June
- D. 5 June

Q43. Traffic Commissioners are required to complete checks on all UK operator licence holders.

How often must these checks be carried out after the initial application?

- A. One year
- B. Two years
- C. Three years
- D. Five years

Q44. Over what rolling periods are Operator Compliance Risk Scores calculated?

- A. One year
- B. Two years
- C. Three years
- D. Five years

- Q45.** Treblig Transport Ltd holds a Standard International operator licence, authorising 20 vehicles. The company currently owns 25 vehicles and now wishes to operate all of them at the same time.

What must Treblig Transport Ltd do?

- A.** Apply to the Traffic Commissioner for its operator licence to be varied
- B.** Apply for a new operator licence
- C.** Apply for five new operator licences
- D.** Dispose of five vehicles

- Q46.** Which of the following is responsible for co-ordinating public transport in an area?

- A.** A Traffic Commissioner
- B.** A Transport Tribunal
- C.** The local Passenger Transport Executive
- D.** Local operators

- Q47.** Walvingham Buses Ltd operates a local service connecting the town's housing estates with its train station.

On weekday mornings, more passengers are travelling towards the train station than passengers are travelling to the estates.

What is this known as?

- A.** Drop back
- B.** Tidal flow
- C.** Interworking
- D.** Frequency

- Q48.** A circular bus service operates with a headway of 10 minutes over its 15 km route. The vehicles achieve an average speed of 30 kph and layover at the route's starting point for 5 minutes.

What is the minimum number of vehicles required to operate this service?

- A.** 3 buses
- B.** 4 buses
- C.** 5 buses
- D.** 6 buses

- Q49.** Coach operators can obtain UK Journey Forms (Waybills) from which of the following?

- A.** The Central Licensing Office
- B.** The Confederation for Passenger Transport (CPT)
- C.** The Post Office
- D.** A DVSA Authorised Testing Facility (ATF)

Q50. A local bus service operator calculates that its vehicles operate for 80 hours every day. Its drivers work 10-hour shifts.

What is the minimum number of daily driver duties that the operator must schedule?

- A. 6 duties
- B. 7 duties
- C. 8 duties
- D. 10 duties

Q51. How long are Operator licence holders required to retain vehicle maintenance records for?

- A. 6 months
- B. 9 months
- C. 12 months
- D. 15 months

Q52. A coach operator's workshop is equipped with a vehicle lift.

How often must this equipment pass a thorough examination under the Lifting Operations and Lifting Equipment Regulations 'LOLER'?

- A. 3 months
- B. 6 months
- C. 12 months
- D. 15 months

Q53. According to the DVSA Guide to Maintaining Roadworthiness, how often should vehicles be subjected to a walkaround check?

1. At least once every 24 hours, when in use
2. Before a vehicle is used
3. When there is a change of driver during the day
4. By a responsible person

- A. 1 only
- B. 1 and 2 only
- C. 1, 2 and 3 only
- D. All of the above

Q54. A coach is fitted with a toilet. Its operator removes the toilet and installs additional seats.

Who must the operator inform?

- A. The Central Licensing Office
- B. DVLA
- C. DVSA
- D. The local authority

Q55. A 43-year-old driver was granted Category D driving entitlement in October of this year. At what age must this entitlement be renewed?

- A.** 45 years old
- B.** 48 years old
- C.** 50 years old
- D.** 55 years old

Q56. Which of the following road traffic incidents requires a driver to report an accident to the police?

A road traffic accident that results in injury to:

- 1. Horse
- 2. Llama
- 3. Cow
- 4. Pheasant

- A.** 1 and 3 only
- B.** 2 and 4 only
- C.** 1 and 2 only
- D.** 3 and 4 only

Q57. How often should a coach driver's Driver Qualification Card be renewed?

- A.** 2 years
- B.** 3 years
- C.** 4 years
- D.** 5 years

Q58. What is the AGR Agreement

- A.** Includes detailed regulations for international coach journeys
- B.** Permits coach operators to travel across international borders
- C.** Does not apply in the UK
- D.** Identifies international road networks with a series of 'E' numbers

Q59. What is the speed limit for a coach which is over 12 metres long on a dual carriageway in England?

- A.** 60 mph
- B.** 62 mph
- C.** 70 mph
- D.** 100 kph

Q60. Walvingham Coaches requires its drivers to record details of daily vehicle checks on checklist forms, but only when defects are found.

What is this known as?

- A.** Exception reporting
- B.** Negative reporting
- C.** Infrequent reporting
- D.** Nil defect reporting

SAMPLE