

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 ○ ● ○ ○

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.

This paper is the property of Skills and Education Group Awards and must be handed back on completion of the examination. Under no circumstances may this paper be copied.

**Paper
No: CPCPTSAMPLE**

- Q1** If a coach operator's offer to provide transport services to a client is made subject to conditions, the conditions must 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, the dispute may 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. With regard to compensation for the injured passenger,
- 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, the directors must file with the Registrar of Companies a declaration of:
- A bankruptcy.
- B solvency.
- C total debt.
- D insolvency.
- Q8** The Health and Safety at Work Act 1974 requires employers to protect against risks to the health and safety of:
- 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. The dismissed employee is entitled to a period of notice of at least:
- 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. The minimum time that the notice must allow for the changes to be made is:
- A 7 days.
 - B 14 days.
 - C 21 days.
 - D 28 days.
- Q12** A driver who is working subject to Regulation EC 561/2006 uses an analogue tachograph. The driver must be able to produce tachograph charts to an authorised person on request, for the current day and the preceding:
- 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 08.00hrs, 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 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 14.35hrs. The driver can resume the journey no earlier than:
- A 14.35hrs.
 - B 16.35hrs.
 - C 17.35hrs.
 - D 23.35hrs.
- Q15** An employee starts a period of Statutory Maternity Leave. The maximum time that she may take in this way is:
- 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 service within the UK. The company has no VAT taxable sales. The company:
- 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** 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 as a principal or undisclosed agent.
 - C only applies to travel services provided entirely within the UK.
 - D does not apply to travel services provided entirely within the UK.
- Q20** Joe operates as a sole trader, supplying minibus services in the UK under a Standard National operator licence. Any annual profits that Joe makes from running his business will be subject to:
- A Income Tax.
 - B Value Added Tax.
 - C Corporation Tax.
 - D Capital Gains Tax.
- Q21** A coach operator allows one of its regular customers 30 days to pay for the services that the operator provides. The document that the operator sends to the customer every month to provide details of any amounts owing is:
- 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** An operator wishes to get information about the ability of a potential customer to pay its bills. The customer's document that can be viewed from the public record to help the operator assess its creditworthiness is its:
- A balance sheet.
 - B cash flow forecast.
 - C trading account.
 - D bank statements.
- Q25** A reduction in a company's fuel costs will have the effect of:
- 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 £1,000,000. Its current assets are £500,000; its current liabilities are £300,000; and its liability for long-term loans amounts to £100,000. The company's capital employed is
- 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. The company's working capital ratio is:
- 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 A transport operator's costs that are direct and fixed are known as:

- 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, on which members of the public may purchase individual travel tickets. The bus runs every 30 minutes between 06.00hrs and 18.30hrs. Walvingham Transport is 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 5km	£1
6km to 10km	80p
Over 10km	60p

These are known as:

- A tapered fares.
- B zonal fares.
- C concessionary fares.
- D flat 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'. This service:

- 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 is 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. The response rate for the offer is:
- 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** A bus route with a frequency of 10 buses per hour will run with a headway of:
- A 6 minutes.
 - B 10 minutes.
 - C 12 minutes.
 - D 15 minutes.

- Q39** The Traffic Commissioner must be informed of any matter which might affect the good reputation, professional competence or financial standing of a PSV operator licence holder within:
- 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** Emma wishes to use a taxi to operate a local service. Which of the following statements is correct?
- A Emma does not require an operator licence.
 - B Emma requires a Special Restricted operator licence.
 - C Emma requires a Restricted operator licence.
 - D Emma requires a Standard National operator licence.
- Q42** On 5 May, a Traffic Commissioner published details of an operator licence application in 'Notices and Proceedings'. Statutory objectors must lodge their objections with the Central Licensing Office by:
- 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. These checks must be completed on application and at least once every:
- A year.
 - B two years.
 - C three years.
 - D five years.
- Q44** Operator Compliance Risk Scores are calculated over rolling periods of:
- 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. Treblig Transport Ltd must:
- 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, there are more passengers travelling towards the train station than there are passengers travelling to the estates. This is 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 15km route. The vehicles achieve an average speed of 30kph and layover at the route's starting point for 5 minutes. Calculate the minimum number of vehicles that are 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. Calculate 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** Operator licence holders are required to retain vehicle maintenance records for at least:
- A 6 months.
 - B 9 months.
 - C 12 months.
 - D 15 months.
- Q52** A coach operator's workshop is equipped with a vehicle lift. This equipment must pass a thorough examination under 'LOLER', at least every:
- A 3 months.
 - B 6 months.
 - C 12 months.
 - D 15 months.

- Q53** The DVSA Guide to Maintaining Roadworthiness recommends that vehicles should be subjected to a walkround check:
1. at least once in 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. The operator must inform:
- A the Central Licensing Office.
- B DVLA.
- C DVSA.
- D the local authority.
- Q55** David is 43 years old. His driving licence includes Category D driving entitlement, granted in October of this year. This entitlement will need to be renewed when David is:
- A 45 years old.
- B 48 years old.
- C 50 years old.
- D 55 years old.
- Q56** Which of the following incidents require a driver to report an accident to the police? A road traffic accident that results in injury to a:
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** A coach driver's Driver Qualification Card must be renewed every:
- A 2 years.
 - B 3 years.
 - C 4 years.
 - D 5 years.
- Q58** 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** The speed limit for a coach which is over 12m long on a dual carriageway in England is:
- 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. This is known as:
- A exception reporting.
 - B negative reporting.
 - C infrequent reporting.
 - D nil defect reporting.

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