

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

Syllabus, Student and Tutor Guide

Level 3 Certificate – 603/7335/0



About Us

At Skills and Education Group Awards we continually invest in high quality qualifications, assessments and services for our chosen sectors. As a UK leading sector specialist we continue to support employers and skills providers to enable individuals to achieve the skills and knowledge needed to raise professional standards across our sectors.

Skills and Education Group Awards has an on-line registration system to help customers register students on its qualifications, units and assessments. In addition it provides features to view exam results, invoices, mark sheets and other information about students already registered.

The system is accessed via a web browser by connecting to our secure website using a username and password: [Skills and Education Group Awards Secure Login](#)

Sources of Additional Information

The [Skills and Education Group Awards](#) website provides access to a wide variety of information.

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Specification Code, Date and Issue Number

Version	Date	Details of change
1.0	April 2021	New qualification syllabus

This guide should be read in conjunction with the Certificate of Professional Competence for Transport Managers (Passenger Transport) qualification guide **Issue 1.0** which is available to download from the qualification page on the website.

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This is a live document and as such will be updated when required. It is the responsibility of the approved centre to ensure the most up-to-date version of the Qualification Guide is in use. Any amendments will be published on our website and centres are encouraged to check this site regularly.

Introduction

The SEG Awards Level 3 Certificate of Professional Competence for Transport Managers (Passenger Transport) has been developed to qualify students to be nominated as the professionally competent person on a standard operator licence in any business – large or small and engaged in national or international operations.

There are separate CPC qualifications for road haulage and for passenger transport operations. This document ONLY covers Passenger Transport.

Pre-requisites

Although there are no specific entry requirements for this qualification, it is recommended that students have good English and Maths skills equivalent to Level 2 (GCSE) before they begin studying the CPC qualification at Level 3. If students are not sure of their current skill levels, they should discuss this with a training provider who can arrange an assessment of their needs.

Who Needs This Qualification

This qualification has been developed to meet the mandatory requirements of **Regulation (EC) No 1071/2009 of the European Parliament and of the Council of 21 October 2009**. Successful completion of the Level 3 Skills and Education Group Awards Certificate of Professional Competence for Transport Managers (Passenger Transport) will qualify the student to be nominated as the professionally competent person on a standard operator licence in any business, large or small, engaged in national operations.

The Learning Outcomes and Assessment Criteria of this qualification have been derived directly from Regulation (EC) No 1071/2009 and provide assessment which is comparable to the assessment provided in other EU member states. Achievement of the Certificate of Professional Competence (Passenger Transport) demonstrates that the holder of the qualification is qualified to perform the effective and continuous management of undertakings engaging solely in transport operations within any EU member state.

Up until 31st January 2021, under EU law, the International versions of the Certificate of Professional Competence (CPC) qualification gained in the UK were recognised as meeting the competence requirements in all other EU member states. However, as of 1st February 2021 this is no longer the case and member states may require those with a UK CPC to take a further examination on specific aspects of transport operation which are unique to that member state if they wish to be nominated as a competent person for a business based in that country.

What Do Students Need To Do

Study for the Certificate of Professional Competence qualification will cover a wide range of topics applicable to all businesses that need to comply with road transport law. Students should base their study around the total concept of road transport operations and not limit their learning to the areas they already know, or plan to work in immediately. They will be tested in all areas of required knowledge, full details of which are given in this guide.

Note: *Any aspect of the law current at the time of the examination may be tested.*

To be successful in obtaining the CPC qualification, as well as studying Passenger Transport, all students will need to study and apply information based on the law concerning business.

Students will then be required to use this knowledge to:

- read and analyse information
- answer direct questions on various aspects of relevant transport operations and associated laws
- answer questions related to a case study, applying the principles of transport operations and associated laws
- solve problems, applying various principles, rules and legislation.

The examination will include assessments where students may be required to understand and analyse information, write a series of procedures or instructions, make comments on systems and policy, and/or perform a range of mathematical calculations, applying suitable formulae and functions.

Students should be able to present their answers in a variety of formats including explanations, reports, instructions, tables and charts.

Students who wish to gain a CPC can either study in their own time or attend a training course at a CPC training centre. Skills and Education Group Awards does not endorse CPC training centres for the delivery of CPC training programmes although Skills and Education Group Awards approves centres to offer and invigilate the examination sessions. CPC training centres can be found by searching online.

Teaching Strategies and Learning Activities

Centres should adopt a delivery approach which supports the development of all individuals. The aims and aspirations of all the students, including those with identified special needs or learning difficulties/disabilities, should be considered and appropriate support mechanisms put in place.

Assessment

Skills and Education Group Awards CPC qualification consists of a single multiple-choice assessment and a single case study assessment. Both of these assessments are externally set and externally marked. Students will need to pass both assessments to gain the Certificate of Professional Competence for Passenger Transport.

Multiple-Choice

The multiple-choice assessment is available as a quarterly paper-based or online test.

Students are allowed 2 hours to complete the examination; however, they may leave the examination room after 1 hour 15 minutes. (Depending on the number of students in the room, examination centres may find it less disruptive to allow one 'exit time', for example, over 1 hour 15 minutes or 1 hour 30 minutes.)

The multiple-choice paper consists of 60 questions each worth 1 mark and has a notional pass mark of 42.

Case Study

The case study focuses on the application of knowledge, making students more adept at the skills required in relevant transport careers. This benefits the transport industry in general by encouraging more relevantly qualified transport managers. The focus on having to explain things enables students to demonstrate that they can apply their knowledge and use relevant sources of information. This ensures that those who gain the Skills and Education Group Awards CPC are well prepared for the real world of transport management.

The case study assessment comprises a relevant scenario, (as concise as possible), which is issued with the papers at the start of the assessment (2 hours and 15 minutes). Students are allowed to take any notes or books of their choice into the case study assessment, and questions will test application of knowledge only.

The case study will only contain information that will enable the student to demonstrate application of the knowledge they have acquired. The case study paper is a 60 mark paper and has a notional pass mark of 30.

Assessment Summary

In summary, the new CPC qualification is designed to be accessible to students and to give clear guidance for centres and tutors. It is built around relevant content, giving more time to concentrate students' learning and knowledge on a pertinent range of topics. This document indicates the depth and breadth of required knowledge, understanding and skills required to achieve the qualification.

Assessment	Time Allowed	No of Questions	Available Marks	Notional Pass Mark
Multiple-Choice	2 hours	60	60	42
Case Study	2 hours 15 minutes	n/a	60	30

Certification

Students who reach the required level to pass the examinations for all the units which make up the full award will receive:

- a Skills and Education Group Awards transcript listing the examinations taken and the grade achieved
- a Skills and Education Group Awards certificate displaying the full qualification title
- a CPC certificate, including place of birth, required for Operator Licensing purposes

Students who only take or only achieve one of the two examinations will receive a Skills and Education Group Awards transcript listing the examination taken and the grade achieved.

Skills and Education Group Awards' policies and procedures are available on the web site.

Syllabus Details

Delivery Guidance

The following pages give examples of topics to be covered during the delivery of any training to meet the requirements of the SEG Awards Level 3 Certificate of Professional Competence for Transport Managers (Passenger Transport). The document also indicates the method used to assess each of the Learning Outcomes. Each Learning Outcome will be assessed by either a multiple-choice test, a case study or a combination of both.

Useful Links

The following links will provide useful information relating to the content and legislative requirements of this qualification:

- Gov.uk driving and transport - <https://www.gov.uk/browse/driving>
- Driver CPC training for qualified drivers - <https://www.gov.uk/driver-cpc-training>
- Guide to maintaining roadworthiness - <https://www.gov.uk/government/publications/guide-to-maintaining-roadworthiness>
- Regulation (EC) No 1071/2009 of the European Parliament and of the Council - <https://www.legislation.gov.uk/eur/2009/1071/contents>
- The Highway Code - <https://www.gov.uk/guidance/the-highway-code>
- Health and Safety Executive - <https://www.hse.gov.uk/>
- Employment status - <https://www.gov.uk/employment-status/employee>
- Get your business ready to employ staff - <https://www.gov.uk/get-ready-to-employ-someone>

7686 – Civil Law Relating to Passenger Transport

Learning Outcomes	Assessment Criteria	Delivery Guidance	Assessment Method
<p>1. Be familiar with the main types of contract used in road transport and with the rights and obligations arising therefrom</p>	<p>1.1 Understand the elements required for the formation of any legally binding contract: offer/acceptance/consideration/ intention/legal capacity/legal purpose/formalities</p> <p>1.2 Understand the implications of the different types of contract</p>	<p>Students will only be assessed on content applying to UK law</p>	<p>MCQ</p>
<p>2. Be capable of negotiating a legally valid transport contract, notably with regard to conditions of carriage</p>	<p>2.1 Apply the individual elements required to support the formation of a legally binding contract</p> <p>2.2 Describe how to enforce contracts</p> <p>2.3 Understand the 'Conditions of Carriage'</p>	<p>Students will only be assessed on content applying to UK law</p>	<p>MCQ</p>

<p>3. Be able to consider a claim by his/her principal regarding compensation for injury to passengers or damage to their baggage caused by an accident during transportation, or regarding compensation for delays, and to understand how such a claim affects his/her contractual liability</p>	<p>3.1 Understand clauses that may be continued in the conditions of carriage</p> <p>3.2 Describe general and specific liabilities of:</p> <p> 3.2.1 principles</p> <p> 3.2.2 sub-contractors</p> <p> 3.2.3 agents</p> <p>3.3 Demonstrate the ability to limit liability for carriage of passengers and their luggage</p> <p>3.4 Explain the key elements of the Public Service Vehicles (PSV) Conduct Regulations applicable to both passengers and crew</p> <p>3.5 Assess the obligations and liabilities of operators even where no fare is charged to passengers</p> <p>3.6 Devise and apply procedures for dealing with claims and the determination and payment of compensation for:</p> <p> 3.6.1 injury to passengers</p> <p> 3.6.2 delay</p> <p> 3.6.3 loss of or damage to baggage</p> <p> 3.6.4 lost property</p>	<p>Tutors should:</p> <ul style="list-style-type: none"> • use typical examples of contracts of carriage and how operators convey this information to the passengers • explain the role of travel and ticketing agents • explain the responsibilities of both the driver and the operator when dealing with lost property <p>Tutors could give examples of industry and operator best practice</p>	<p>MCO & Case Study</p>
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7679 – Commercial Law for Transport Managers

Learning Outcomes	Assessment Criteria	Delivery Guidance	Assessment Method
<p>1. Be familiar with the conditions and formalities laid down for plying the trade, the general obligations incumbent upon transport operators (registration, record keeping, etc.) and the consequences of bankruptcy</p>	<p>1.1 Explain the advantages and disadvantages of the following types of business structures:</p> <ul style="list-style-type: none"> 1.1.1 partnerships 1.1.2 limited liability partnerships 1.1.3 sole traders <p>1.2 Understand the relevant legal obligations for the formation, operation and dissolution of each type of business including rights and duties of business owners</p> <p>1.3 Describe the consequences of bankruptcy</p>	<p>Students will be expected to show understanding of the various types of business structure and the advantages and disadvantages of each.</p> <p>They will be expected to have an understanding of the responsibilities and liabilities placed upon individuals and companies.</p>	<p>MCO & Case Study</p>

<p>2. Have appropriate knowledge of the various forms of commercial companies and the rules governing their constitution and operation</p>	<p>2.1 Interpret the correct definitions of types of business including:</p> <ul style="list-style-type: none"> 2.1.1 private limited companies 2.1.2 public limited companies 2.1.3 cooperatives 2.1.4 community interest companies <p>2.2 Explain the relevant legal obligations for the formation, operation and dissolution of a business</p> <p>2.3 Identify the rights and duties of business directors/company secretaries/liquidators</p> <p>2.4 Describe content and functions of key legal documents including:</p> <ul style="list-style-type: none"> 2.4.1 partnership agreement 2.4.2 prospectus 2.4.3 IN01 2.4.4 Memorandum of Association 2.4.5 Articles of Association 2.4.6 Certificate of Incorporation 2.4.7 Trading Certificate 	<p>Students will be expected to show they understand the procedures involved in setting up and dissolving the various types of business structure.</p> <p>Students may be questioned on the content of the major documents listed in the assessment criteria column, e.g. the Articles of Association and the rights of share holders, rules for company meetings, duties of directors.</p>	<p>MCO & Case Study</p>
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7680 – Social Law for Transport Managers

Learning Outcomes	Assessment Criteria	Delivery Guidance	Assessment Methods
<p>1. Be familiar with the role and function of the various social institutions which are concerned with road transport (trade unions, works councils, shop stewards, labour inspectors, etc.)</p>	<p>1.1 Identify the role, structure and functions of industrial social institutions including:</p> <ul style="list-style-type: none"> 1.1.1 employment tribunals 1.1.2 trade unions 1.1.3 Advisory, Conciliation and Arbitration Service (ACAS) 1.1.4 Central Arbitration Committee (CAC) 1.1.5 Health and Safety Executive (HSE) <p>1.2 Understand employees' trade union rights relating to:</p> <ul style="list-style-type: none"> 1.2.1 trade union membership 1.2.2 right to time off with and without pay 1.2.3 trade union activities 1.2.4 industrial action 1.2.5 workforce agreements <p>1.3 Explain the scope of health and safety legislation and the management of health and safety at work as it applies to the transport industry</p> <p>1.4 Summarise the role and powers of enforcement agencies</p>	<p>Students will be expected to be familiar with the key laws as they affect industrial relations, trade unions and the rights of trade union members.</p> <p>Questioning on health and safety (H&S) will be limited to:</p> <ul style="list-style-type: none"> • identifying hazards and risks • how to carry out a risk assessment • appointment of H&S manager and representatives • enforcement • monitoring compliance with legislation and codes of practice • RIDDOR reporting requirements and record keeping • safety committees. <p>Powers of the HSE:</p> <ul style="list-style-type: none"> • penalties and requirements which may be imposed. 	<p>MCQ & Case Study</p>

<p>2. Be familiar with employers' social security obligations</p>	<p>2.1 Identify key requirements in respect of the deduction and payment of National Insurance contributions applying to:</p> <ul style="list-style-type: none"> 2.1.1 employers 2.1.2 employees 2.1.3 self-employed people <p>2.2 Understand pension responsibilities</p>	<p>Questions will be restricted to:</p> <ul style="list-style-type: none"> • classes of national insurance contributions • methods of collection and payment, timescales and contribution responsibilities. 	<p>MCQ</p>
<p>3. Be familiar with the rules governing work contracts for the various categories of worker employed by road transport undertakings (form of the contracts, obligations of the parties, working conditions and working hours, paid leave, remuneration, breach of contract, etc.)</p>	<p>3.1 Interpret Requirements for and types of contracts of employment and written employment particulars including:</p> <ul style="list-style-type: none"> 3.1.1 content of written employment particulars 3.1.2 time limits for the issue of written employment particulars 3.1.3 contract variation <p>3.2 Understand the rights and obligations of employers and employees including those relating to:</p> <ul style="list-style-type: none"> 3.2.1 part-time employees 3.2.2 temporary employees 3.2.3 agency staff 3.2.4 transfer of undertakings 3.2.5 remuneration and itemised pay statements 3.2.6 dismissal, unfair dismissal and redundancy 3.2.7 disciplinary and grievance procedures 3.2.8 notice to terminate employment 3.2.9 working time regulations 3.2.10 maternity, paternity and parental provisions 3.2.11 dependants 		<p>MCQ & Case Study</p>

	<ul style="list-style-type: none"> 3.2.12 information for employees 3.2.13 working for more than one employer 3.2.14 discrimination in the workplace 3.2.15 accessibility in the workplace 3.2.16 statutory payments from employers (e.g. statutory sick pay (SSP)) <p>3.3 Explain the employers' responsibilities regarding the hours worked by self-employed, agency and part-time drivers</p>		
<p>4. Be familiar with the rules applicable to driving time, rest periods and working time, and in particular the provisions of Regulation (EEC) No. 3821/85, Regulation (EC) No. 561/2006, Directive 2002/15/EC of the European Parliament and of the Council² and Directive 2006/22/EC, and the practical measures for applying those provisions</p>	<p>4.1 Demonstrate detailed knowledge of the provisions of the EU Drivers' Hours Regulations and Domestic Drivers' Hours rules including matters relating to:</p> <ul style="list-style-type: none"> 4.1.1 driver's hours 4.1.2 breaks, rests and the differences between these two activities 4.1.3 daily rest periods 4.1.4 weekly rest periods 4.1.5 periods of availability 4.1.6 working time (length of day/spreadover) 4.1.7 record keeping equipment 4.1.8 record keeping requirements including the ability to identify and apply the correct legal requirements in given operational circumstances 4.1.9 enforcement <p>4.2 Compile schedules for drivers</p> <p>4.3 Evaluate given drivers' schedules</p> <p>4.4 Produce draft instructions to drivers on the legal requirements</p>	<p>Students need to know the contents of the regulations listed in the Learning Outcomes column.</p> <p>In relation to working time, students will need to know about Working Time Regulations as they affect mobile workers.</p>	<p>MCO & Case Study</p>

	<p>4.5 Provide information to management on the need to comply with the regulations and the potential impact on the business of non-compliance</p> <p>4.6 Devise systems for ensuring that there is full compliance with the regulations including those relating to the keeping and checking of records</p> <p>4.7 Identify infringements of the regulations in given circumstances and the appropriate action to be taken</p> <p>4.8 Understand the provisions of the Working Time Regulation applicable to those who are subject to EU regulations on drivers' hours including the requirements relating to:</p> <ul style="list-style-type: none"> 4.8.1 maximum and average weekly working hours 4.8.2 break requirements 4.8.3 reference periods 4.8.4 periods of availability 4.8.5 workforce and collective agreements 4.8.6 night work 4.8.7 exemptions 4.8.8 record keeping 4.8.9 enforcement 		
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<p>5. Be familiar with the rules applicable to the initial qualification and continuous training of drivers, and in particular those deriving from Directive 2003/59/EC of the European Parliament and of the Council</p>	<p>5.1 Identify the rules applicable to the initial qualification of drivers</p> <p>5.2 Identify the requirements for continuous training of drivers</p>	<p>Guidance can be found on here:</p> <ul style="list-style-type: none"> • Gov.uk website • Driver CPC 	<p>MCO & Case Study</p>
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7681 – Fiscal Law for Transport Managers

Learning Outcomes	Assessment Criteria	Delivery Guidance	Assessment Methods
<p>1. Be familiar with the rules governing Value Added Tax (VAT) on transport services</p>	<p>1.1 Recognise the circumstances in which VAT applies to road transport and the procedures to be followed including those relating to:</p> <ul style="list-style-type: none"> 1.1.1 the principles of VAT 1.1.2 the circumstances in which a business must or may register for VAT 1.1.3 registration process 1.1.4 the meaning of input and output tax 1.1.5 submission of VAT returns 1.1.6 VAT payments and refunds 1.1.7 rates of VAT in the UK 1.1.8 issue and content of VAT invoices 1.1.9 zero-rated fares <p>1.2 Identify the requirement to charge VAT on specified international road journeys</p>	<p>Individual rates of and abbreviations for VAT for countries other than the UK will not be assessed.</p> <p>It is important that students understand the VAT implications of providing transport services involving journeys to, from and within other EU states and journeys to and from non-EU states, as well as within the UK.</p>	<p>MCQ & Case Study</p>

<p>2. Be familiar with the rules governing motor vehicle tax</p>	<p>2.1 Understand the basis for calculating rates of vehicle excess duty (VED) for Passenger Transport, recovery vehicles and passenger vehicles, including the availability of reduced rates for low-pollution vehicles</p> <p>2.2 Describe the issuing agency including payment and refund procedures</p> <p>2.3 Explain the conditions under which trade licences can be obtained and used including operational restrictions on their use</p> <p>2.4 Identify the conditions under which recovery vehicles can be used including operational restrictions on their use</p>	<p>Actual rates of VED will not be assessed but the criteria used for determining them will be.</p> <p>Tutors should explain the methods used to obtain VED including online.</p>	<p>MCQ</p>
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<p>3. Be familiar with the rules governing the taxes on certain road haulage vehicles and be familiar with tolls and infrastructure user charges</p>	<p>3.1 Identify major UK bridges, tunnels and roads on which tolls are charged and the basis used for charging</p> <p>3.2 Identify areas in which road pricing or congestion charging applies and relevant exemptions from the charging requirements</p> <p>3.3 Identify the main impact of the Convention on the Taxation of Road Vehicles and how UK VED requirements apply to international circumstances</p> <p>3.4 Identify charges applied in other countries to certain vehicles used in international road freight operations including:</p> <p style="padding-left: 20px;">3.4.1 Infrastructure charges such as road tolls</p> <p style="padding-left: 20px;">3.4.2 environmental and congestion charges including heavy vehicles fees, emission-related tolls and city centre exclusions</p> <p>3.5 Explain methods of charging and collection including:</p> <p style="padding-left: 20px;">3.5.1 toll booths</p> <p style="padding-left: 20px;">3.5.2 vignettes</p> <p style="padding-left: 20px;">3.5.3 on-board units</p>	<p>Students will be expected to know the UK routes for crossing the following features where a toll is involved, namely:</p> <ul style="list-style-type: none"> • the Thames • the Mersey • the Severn • the Tyne • the Humber • the Tamar • the M6 in the Midlands. <p>Students will be expected to know the names and methods of operation of major road charging systems and low emission restrictions together with the charging rates for non-compliance.</p> <p>Questions concerning international infrastructures that incur tolls or charges will only refer to those on major routes between major well-known towns and major border crossings. These will be restricted to the 'E' routes.</p>	<p style="text-align: center;">MCQ & Case Study</p>
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<p>4. Be familiar with the rules governing income tax</p>	<p>4.1 Describe the application of income tax to the profits of unincorporated businesses</p> <p>4.2 Explain deduction and payment of tax due from employees under PAYE</p> <p>4.3 Understand allowances, expenses and benefits in kind</p> <p>4.4 Understand income tax relating to self-employment</p> <p>4.5 Understand operation and key requirements relating to corporation tax</p>	<p>Students will be expected to demonstrate knowledge of the types of tax paid by individuals and companies. This knowledge will need to include methods by which taxes are paid.</p> <p>Students will be expected to demonstrate a general knowledge of the subjects in the Assessment Criteria column that would be appropriate to the management of a road transport business, e.g. timescales for payment by the self-employed or by companies for corporation tax.</p>	<p>MCO</p>
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7687 – Business and Financial Management of the Undertaking (Passenger Transport)

Learning Outcomes	Assessment Criteria	Delivery Guidance	Assessment Methods
<p>1. Be familiar with the laws and practices regarding the use of cheques, bills of exchange, promissory notes, credit cards and other means or methods of payment</p>	<p>1.1 Understand the content of legal requirements of documents used in business including:</p> <ul style="list-style-type: none"> 1.1.1 invoices 1.1.2 statements 1.1.3 credit and debit notes 1.1.4 quotations 1.1.5 estimates 1.1.6 pro forma invoices <p>1.2 Distinguish between various methods of payments including the use of:</p> <ul style="list-style-type: none"> 1.2.1 cash 1.2.2 cheques 1.2.3 credit cards 1.2.4 charge cards 1.2.5 debit cards 1.2.6 fuel charge cards 1.2.7 credit transfers (including electronic transfers) 	<p>Tutors should use examples of when these documents will be used. Students should be able to make simple calculations.</p> <p>Students will be expected to be aware of the circumstances when a particular payment method may be used.</p>	<p>MCO & Case Study</p>

<p>2. Be familiar with the various forms of credit (bank credit, documentary credit, guarantee deposits, mortgages, leasing, renting, factoring, etc.) and the charges and obligations arising therefrom</p>	<p>2.1 Identify the implications of using different forms of finance including:</p> <ul style="list-style-type: none"> 2.1.1 taxation due 2.1.2 trade credit 2.1.3 overdrafts 2.1.4 loans 2.1.5 mortgages 2.1.6 debentures 2.1.7 share issues 2.1.8 revenue reserves (retained profit) 2.1.9 leases 2.1.10 the use of factoring 2.1.11 guarantees and guarantee deposits 	<p>Tutors should include the implications of using these methods to raise funds and why a transport business would choose one method rather than another.</p>	<p>MCO</p>
<p>3. Know what a balance sheet is, how it is set out and how to interpret it</p>	<p>3.1 Describe the purpose of a balance sheet</p> <p>3.2 Explain features of a balance sheet to include:</p> <ul style="list-style-type: none"> 3.2.1 assets and liabilities 3.2.2 creditors and debtors 3.2.3 capital 3.2.4 current and long-term liabilities 3.2.5 fixed and current assets 3.2.6 depreciation <p>3.3 Interpret balance sheets and the financial situation of a given company or organisation</p>	<p>Students will be expected to have a good knowledge of the items that appear on a balance sheet and the headings under which they are shown.</p> <p>Students will be expected to be able to give a basic interpretation of a balance sheet and financial situation of a given company or organisation.</p>	<p>MCO & Case Study</p>

<p>4. Be able to read and interpret a profit and loss account</p>	<p>4.1 Explain the functions and purpose of trading and profit and loss accounts</p> <p>4.2 Differentiate between elements appearing in trading and profit and loss accounts including:</p> <ul style="list-style-type: none"> 4.2.1 direct costs 4.2.2 indirect costs 4.2.3 gross (or operating or trading) profit and loss 4.2.4 net profit or loss 	<p>Students will be expected to be able to differentiate between examples of a direct cost and an indirect cost as applied to a transport operation.</p> <p>Tutors should explain the effects of these costs on each account and overall profitability.</p> <p>Students should be able to complete simple profit or loss calculations.</p>	<p>MCO & Case Study</p>
<p>5. Be able to assess the undertaking's profitability and financial position, in particular on the basis of financial ratios</p>	<p>5.1 Demonstrate the use and interpretation of key financial indicators, including:</p> <ul style="list-style-type: none"> 5.1.1 capital employed 5.1.2 working capital 5.1.3 current or working capital ratio 5.1.4 quick assets ratio or acid test ratio 5.1.5 return on capital employed 5.1.6 gross and net profit expressed as a percentage of sales <p>5.2 Understand the use and calculation of cash flow forecasts and statements</p>	<p>Students will be expected to understand the use of key financial indicators.</p> <p>Students will be expected to be able to perform calculations in relation to all the indicators listed.</p> <p>Each formula used to calculate these indicators should be taught and tutors should explain why an acid test could be used instead of a current ratio.</p>	<p>MCO & Case Study</p>

<p>6. Be able to prepare a budget</p>	<p>6.1 Identify the purpose of preparing and monitoring budgets and systems of budgetary control</p> <p>6.2 Draw up a budget based on information provided</p> <p>6.3 Analyse financial performance using budgets</p> <p>6.4 Critically compare the causes and effects of variances between budgeted and actual performance</p>	<p>Using information provided a student will be expected to draw up and comment on budget reports.</p>	<p>MCQ & Case Study</p>
<p>7. Be familiar with the cost elements of the undertaking (fixed costs, variable costs, working capital, depreciation, etc.), and be able to calculate costs per vehicle, per kilometre, per journey or per passenger</p>	<p>7.1 Compile and interpret costing information using data provided to include:</p> <p>7.1.1 determination of fixed costs, variable costs and overheads</p> <p>7.1.2 calculation of depreciation</p> <p>7.1.3 calculation and tabulation of costs on a per vehicle, per unit distance travelled, per time period, per journey or per passenger</p> <p>7.1.4 calculation of contribution to costs from a given journey rate and the identification of circumstances in which a rate which does not cover total costs might be accepted (marginal costing)</p> <p>7.2 Calculate and determine the most cost-effective option using the data provided</p> <p>7.3 Perform calculations demonstrating consequences of currency exchange rates</p>	<p>Students will be expected to be able to calculate, compile and produce costing information including in a tabulated format.</p> <p>Students will be expected to be able to select appropriate data from information presented in a variety of formats.</p>	<p>MCQ & Case Study</p>

<p>8. Be able to draw up an organisation chart relating to the undertaking's personnel as a whole and to organise work plans, etc</p>	<p>8.1 Evaluate different staffing structures</p> <p>8.2 Develop work plans and systems for work measurement including the use of key performance indicators</p> <p>8.3 Compile and evaluate organisation charts from information supplied for a business, a function or a depot</p>	<p>Students will need to know how to develop and lay-out an organisational chart based on supplied information.</p>	<p>Case Study</p>
<p>9. Be familiar with the principles of marketing, publicity and public relations, including transport services, sales promotion and the preparation of customer files, etc</p>	<p>9.1 Understand the use of marketing methods including:</p> <ul style="list-style-type: none"> 9.1.1 primary and secondary forms of market research 9.1.2 market segmentation 9.1.3 sales promotion 9.1.4 response rates 9.1.5 conversion rates 9.1.6 advertising 9.1.7 compilation of customer information 9.1.8 SWOT analysis 9.1.9 product life cycles <p>9.2 Understand the purposes and use of public relations including:</p> <ul style="list-style-type: none"> 9.2.1 the use of the media 9.2.2 involvement in or support for local community activities 	<p>Students will be expected to know the sources of primary and secondary data.</p> <p>Tutors should explain how to decide the most suitable method for marketing a transport operation including the advantages and disadvantages of each type.</p>	<p>MCQ & Case Study</p>

<p>10. Be familiar with the different types of insurance relating to road transport (liability, accidental injury/life insurance, non-life and luggage insurance) and the guarantees and obligations arising therefrom</p>	<p>10.1 Explain the principles underlying relevant insurances and the factors that are taken into account when determining premiums</p> <p>10.2 Investigate and review methods available for assessing and controlling risk in respect of minimising insurance premiums</p> <p>10.3 Understand the requirements for motor vehicle insurance, the alternatives to obtaining a motor vehicle policy from an insurance company and the role of the Motor Insurers' Bureau</p> <p>10.4 Identify compulsory types of insurance and cover provided by employer's liability and third-party motor insurance</p> <p>10.5 Identify discretionary types of insurance including:</p> <ul style="list-style-type: none"> 10.5.1 buildings and contents 10.5.2 fire and flood 10.5.3 theft and burglary 10.5.4 fidelity guarantees 10.5.5 consequential loss 10.5.6 public liability 10.5.7 professional negligence 10.5.8 motor cover additional to statutory requirements 10.5.9 cash in transit 10.5.10 luggage 10.5.11 private travel insurance 10.5.12 goods-in-transit insurance 10.5.13 travel and health insurance (including repatriation cover) 10.5.14 maritime risk insurance 10.5.15 international motor insurance and the requirements and provision of the 	<p>Tutors should give examples of where these insurances will be used and the reasons an insurance company may refuse a claim.</p> <p>Tutors should explain the circumstances in which a Green Card is required.</p> <p>Tutors should explain what is covered by the EHIC/GHIC and in what circumstances additional cover is recommended for employees and passengers.</p>	<p>MCO & Case Study</p>
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	<p style="text-align: center;">Green card system</p> <p>10.6 Explain provisions and scope for obtaining medical treatment while abroad for employees, including the EHIC/GHIC</p> <p>10.7 Identify the circumstances which could give rise to policies being invalidated</p>		
<p>11. Be familiar with the applications of electronic data transmission in road transport</p>	<p>11.1 Demonstrate the uses of information and communications technology including:</p> <ul style="list-style-type: none"> 11.1.1 electronic ticketing 11.1.2 routeing, scheduling and timetabling 11.1.3 real-time information systems 11.1.4 telemetry 11.1.5 GPS and satellite navigation 11.1.6 vehicle and staff scheduling systems 11.1.7 customer information systems 11.1.8 booking and reservation systems 11.1.9 the internet 11.1.10 closed circuit TV <p>11.2 Apply basic knowledge of electronic communication systems for voice and data</p> <p>11.3 Adhere to provisions of the Data Protection Act (2018) in respect of the use of information & communication technology for transport operations</p>	<p>Tutors should outline the principles of the technology behind each system and the benefits afforded to operators and passengers.</p> <p>Tutors should use examples to explain the systems used today.</p>	<p style="text-align: center;">MCQ & Case Study</p>

<p>12. Be able to apply the rules governing fares and pricing in public and private passenger transport</p>	<p>12.1 Define separate fares and hire-and-reward operations. Identify and describe:</p> <ul style="list-style-type: none"> 12.1.1 local services 12.1.2 regular services 12.1.3 express services 12.1.4 contract hire 12.1.5 private hire 12.1.6 tours 12.1.7 package holidays 12.1.8 excursions 12.1.9 shuttle services 12.1.10 taxi operations <p>12.2 Understand the use of fare tables for scheduled and other services. Identify and describe types of fares including:</p> <ul style="list-style-type: none"> 12.2.1 flat 12.2.2 zonal 12.2.3 promotional 12.2.4 seasonal 12.2.5 tapered 12.2.6 directional 12.2.7 time-based 12.2.8 multi-travel 12.2.9 concessionary 12.2.10 free <p>12.3 Explain procedures relating to statutory concessionary fare schemes</p> <p>12.4 Understand pricing of contracts and the methods of issuing tenders for contracted and non-contracted operations</p> <p>12.5 Prepare responses to tenders and the requirements to be met by tendering bodies</p>	<p>Tutors should explain the implications of these types of services in terms of:</p> <ul style="list-style-type: none"> • operator licensing • drivers' hours • working time • driver licensing • vehicle licensing <p>Students will be expected to understand the basic principles of statutory concessionary fare schemes.</p>	<p>MCO & Case Study</p>
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	<p>12.6 Understand subsidised and tendered services including:</p> <p>12.6.1 'supply side' tenders</p> <p>12.6.2 'bottom line' tenders</p> <p>12.6.3 rules regarding de minimis operation</p>		
<p>13. Be able to apply the rules governing the invoicing of road passenger transport services</p>	<p>13.1 Apply the provisions of the Package Travel Regulations to a given scenario</p>	<p>Students will be expected to have detailed knowledge of the Package Travel Regulations, including what qualifies as a package, brochure content and security for clients' payments.</p>	<p>MCQ & Case Study</p>

7688 – Access to the Passenger Transport Market

Learning Outcomes	Assessment Criteria	Delivery Guidance	Assessment Methods
<p>1. Be familiar with the occupational regulations governing road transport for hire or reward, industrial vehicle rental and subcontracting, and in particular the rules governing the official organisation of the occupation, admission to the occupation, authorisations for intra- Community and extra-Community road transport operations, inspections and penalties</p>	<p>1.1 Distinguish vehicles subject to operator licensing and the appropriate type of operators' licences required in given circumstances</p> <p>1.2 Identify the different vehicle types including taxi, private hire vehicle, small bus, minibus, large bus, coach, articulated bus</p> <p>1.3 Explain the procedures to be followed in applying for a licence, including knowledge of the criteria to be met</p> <p>1.4 Understand the rights that may be exercised by statutory objectors and the owners and occupiers of land within the vicinity of operating centres and the procedures to be followed</p> <p>1.5 Understand the procedures and the decision options available to the Traffic Commissioners when dealing with licence applications</p> <p>1.6 Describe the role of enforcement agencies</p> <p>1.7 Understand the licensing implications for hired and subcontracted vehicles which may be applied</p>	<p>Students will be expected to have an in-depth knowledge of the criteria and procedures relating to obtaining and retaining an Operator Licence for national and international operations.</p> <p>Students will be expected to understand the licensing implications for hired and subcontracted vehicles that might be employed.</p> <p>Guidance can be found in the following government publications:</p> <ul style="list-style-type: none"> • PSV353A • PSV356 • PSV356G • PSV385 • PSV421 • PSV421G • PSV431 • PSV431A • PSV431G • PSV437 • INT1 • TM1 • TM1G <p>and A guide to making representation, objections and complaints 2013/01</p>	<p>MCQ & Case Study</p>

<p>2. Be familiar with the rules for setting up a road transport undertaking</p>	<p>2.1 Describe the procedures to be followed in changing, varying and maintaining a licence including knowledge of the criteria to be met</p> <p>2.2 Understand the quality control procedures followed by Traffic Commissioners, including Operator Compliance Risk Score (OCRS), and their use of disciplinary powers</p> <p>2.3 Explain the related appeals procedures</p>	<p>Tutors should give examples of objections that have been upheld and those which have not including the reasons given. Students should understand the differences between variations.</p> <p>Tutors should explain the Driver and Vehicle Standards Agency's (DVSA's) OCRS and the implications it has on transport operators.</p>	<p>MCQ & Case Study</p>
<p>3. Be familiar with the various documents required for operating road transport services and the introduction of checking procedures to ensure that the approved documents relating to each transport operation, and in particular those relating to the vehicle, the driver, the goods and luggage are kept both in the vehicle and on the premises of the undertaking</p>	<p>3.1 Identify the requirements and procedures applied in respect of a UK Licence for the Community</p> <p>3.2 Distinguish the documents required to carry out a journey applicable to the driver, the vehicle and the load</p>	<p>Tutors should explain all relevant documents required for international movements, including certified copies of a UK Licence for the Community.</p>	<p>MCQ & Case Study</p>

<p>4. Be familiar with the rules on the organisation of the market in road passenger transport</p>	<p>4.1 Understand the role and powers of the Secretary of State for Transport</p> <p>4.2 Explain the basic principles of competition law and the role of the Competition and Markets Authority</p> <p>4.3 Understand the role of local and regional governments including:</p> <p>4.3.1 integrated transport authorities</p> <p>4.3.2 county councils</p> <p>4.3.3 unitary authorities</p> <p>4.3.4 Traffic Commissioners</p> <p>4.3.5 Transport for London</p>	<p>Students must understand the terms 'monopoly' and 'dominant' position.</p>	<p>MCO & Case Study</p>
<p>5. Be familiar with the rules for introducing road passenger transport services and the drawing up of transport plans</p>	<p>5.1 Explain the definitions of different types of service and operation by passenger vehicles, applying these to given circumstances and, where appropriate, the rules for obtaining, maintaining, amending and withdrawing the services</p> <p>5.2 Draft timetables from information supplied</p> <p>5.3 Draw up transport plans taking relevant factors into account including:</p> <p>5.3.1 types of duty</p> <p>5.3.2 timetabling</p> <p>5.3.3 crew rostering</p> <p>5.3.4 vehicle scheduling</p> <p>5.4 Describe the terms used in operating road passenger services including:</p> <p>5.4.1 frequency</p> <p>5.4.2 headway</p> <p>5.4.3 layover</p>	<p>Students will be expected to be familiar with:</p> <ul style="list-style-type: none"> • regular services • special regular services • shuttle services • occasional services • own account operations • local services • flexible local services • excursions and tours • express services • community bus services. <p>Students will be expected to know how to construct a timetable for a given service, how to schedule vehicles and staff, and be familiar with the terms used in these</p>	<p>MCO & Case Study</p>

	<p>5.4.4 clock face and non-clock face headways</p> <p>5.4.5 interworking</p> <p>5.5 Calculate the number of vehicles, duties and drivers required for a given service</p> <p>5.6 Calculate the length of a duty roster</p> <p>5.7 Distinguish the differing requirements between those services which need prior approval (authorisations) and those where the volume of operation is not regulated (waybills)</p> <p>5.8 Describe the role of the International Permit Office concerning service authorisation and Confederation of Passenger Transport (CPT) UK regarding waybill supply</p> <p>5.9 Identify the documents that need to be carried on international road passenger journeys including:</p> <p>5.9.1 documents for drivers and other crew members</p> <p>5.9.2 documents for the vehicle</p> <p>5.9.3 documents relating to the transport service</p> <p>5.9.4 documents for passengers</p> <p>5.9.5 requirements of ferry operators for passenger manifests</p> <p>5.10 Describe the functions of the above documents</p> <p>5.11 Explain the purpose of border controls to regulate the movement of people and their belongings including:</p> <p>5.11.1 key provisions of the Schengen Agreement</p> <p>5.11.2 passport and visa procedures</p>	<p>processes.</p> <p>Tutors should explain how routes are planned and the allowances that must be made for peak times and traffic flow.</p> <p>Students will be expected to be able to identify the appropriate approval procedures and documentation needed to enable operation.</p> <p>Tutors should explain the role of the International Permit Office in the operation of services and the role of CPT UK.</p> <p>Students should be aware of what documentation is required for the vehicle, driver and passengers on an international journey and the border controls in place.</p> <p>Tutors should explain how and by whom these documents are completed and amendments that are permitted 'en route'.</p>	
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	<p>5.11.3 immigration controls</p> <p>5.11.4 functions of red, green and blue customs channel controls of prohibited and restricted goods</p> <p>5.11.5 anti-smuggling and other security controls</p>		
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7689 – Technical Standards and Aspects of Passenger Transport Operation

Learning Outcomes	Assessment Criteria	Delivery Guidance	Assessment Methods
<p>1. Be familiar with the rules concerning the weights and dimensions of vehicles in the member states</p>	<p>1.1 Differentiate between the terms used to identify weight categories including:</p> <ul style="list-style-type: none"> 1.1.1 unladen weight 1.1.2 kerbside weight 1.1.3 gross vehicle weight 1.1.4 maximum authorised mass 1.1.5 permissible maximum weight 1.1.6 gross train weight 1.1.7 design weight <p>1.2 Identify and apply the weight limits for various types of vehicles including total vehicle and axle weight limits</p> <p>1.3 Understand vehicle dimensional limits including those relating to:</p> <ul style="list-style-type: none"> 1.3.1 length 1.3.2 width 1.3.3 height <p>1.4 Identify countries in Europe that operate weight or dimension limits other than those provided by EU legislation</p> <p>1.5 Describe the role of enforcement agencies</p> <p>1.6 Demonstrate knowledge of enforcement procedures</p>	<p>Students will be expected to have detailed knowledge of the major weight and dimension limits as they apply to vehicles in the UK. All gross weight questions will relate to vehicles fitted with road friendly suspension (RFS).</p> <p>Students will be expected to have knowledge of the principal limits applying to EU member states.</p> <p>No questions will be asked regarding weights for specialist areas, other than those that would apply to a UK registered vehicle.</p>	<p>MCO</p>

<p>2. Be able to choose vehicles and their components (chassis, engine, transmission system, braking system, etc.) in accordance with the needs of the undertaking</p>	<p>2.1 Analyse operational requirements, economy of operation and environmental impact and accessibility regulations from information supplied to choose appropriate vehicles and vehicle components including:</p> <ul style="list-style-type: none"> 2.1.1 vehicle type 2.1.1 engine type 2.1.2 transmission 2.1.3 braking system 2.1.4 passenger comfort equipment including climate control and entertainment equipment 2.1.5 toilet provision 2.1.6 gallery provision 2.1.7 suspension 2.1.8 wheels, tyres and axles 2.1.9 loading and other ancillary equipment 2.1.10 emission standards 	<p>Tutors should explain how particular vehicles may be more suited to a specific type of service. Tutors should identify the Euro numbering system used for limiting vehicle emissions and the methods adopted by manufacturers to comply.</p> <p>Tutors should describe the features included on vehicles that satisfy the PSV Accessibility Regulations 2000. Dimensions will not be questioned.</p> <p>Tutors should explain the significance of the Disabled Persons Transport Advisory Committee (DiPTAC).</p>	<p>MCO & Case Study</p>
<p>3. Be familiar with the formalities relating to the type approval, registration and technical inspection of these vehicles</p>	<p>3.1 Explain procedures including those relating to:</p> <ul style="list-style-type: none"> 3.1.1 type approval 3.1.2 plating and testing 3.1.3 Tempo 100 3.1.4 Vitesse 100 3.1.5 enforcement powers including inspection and prohibitions <p>3.2 Explain the main features of PSV Fitness regulations</p>	<p>Students will be expected to have knowledge of the procedures and documents involved in acquiring new vehicles, testing them and ensuring that they are kept in a roadworthy condition.</p> <p>Tutors should explain the procedures and forms used in roadside checks and the consequences to the operator's OCRS rating.</p> <p>Tutors should explain the difference between a PCV and a PSV and the testing regime used to comply with PSV Fitness Regulations.</p>	<p>MCO & Case Study</p>

<p>4. Understand what measures must be taken to reduce noise and to combat air pollution by motor vehicle exhaust emissions</p>	<p>4.1 Identify required measures to reduce noise pollution</p> <p>4.2 Identify required measures to combat air pollution caused by vehicle exhaust emissions</p>	<p>This part of the syllabus will feature questioning related to the vehicle itself rather than any considerations about the operating centre.</p>	<p>MCO & Case Study</p>
<p>5. Be able to draw up periodic maintenance plans for the vehicles and their equipment</p>	<p>5.1 Construct maintenance plans taking relevant factors into account: 5.1.1 legislative requirements 5.1.2 DVSA guidance 5.1.3 best practice</p> <p>5.2 Identify advantages of in-house and third-party planned and preventative maintenance provision</p> <p>5.3 Explain the requirement for, and content of, driver walk around checks, preventative maintenance and vehicle inspections</p> <p>5.4 Clarify the requirement for vehicle and equipment testing and calibration</p> <p>5.5 Describe the documents to be used and record keeping requirements</p>	<p>Guidance can be found in the DVSA publications 'Guide to Maintaining Roadworthiness'.</p> <p>Students will be expected to be able to construct a maintenance plan given operational criteria.</p>	<p>MCO & Case Study</p>

7690 – Road Safety Relating to Passenger Transport

Learning Outcomes	Assessment Criteria	Delivery Guidance	Assessment Methods
<p>1. Know what qualifications are required for drivers (driving licence, medical certificates, certificates of fitness, etc.)</p>	<p>1.1 Identify the qualifications for drivers including categories of driving entitlement including:</p> <ul style="list-style-type: none"> 1.1.1 restrictions 1.1.2 licence issue, validity and renewal 1.1.3 medical requirements 1.1.4 enforcement and disciplinary procedures 1.1.5 employer’s responsibility to check driving entitlement including those holding non-UK licences 1.1.6 provisional licence holders 1.1.7 theory and practical driving test and vehicles that can be used <p>1.2 Understand International driving permits</p> <p>1.3 Explain drivers’ initial CPC</p> <p>1.4 Describe Driver CPC (DCPC) periodic training</p>	<p>Guidance can be found on the www.gov.uk website. Initial qualification:</p> <ul style="list-style-type: none"> • preserved entitlements to Driver CPC • exemptions from Driver CPC • tests to be passed to gain the Driver CPC qualification • validity and renewal of the qualification • requirements concerning the Driver Qualification Card <p>Periodic training requirements for:</p> <ul style="list-style-type: none"> • approved trainers • approved courses • duration of each training course • number of hours required and deadlines for completion 	<p>MCQ & Case Study</p>

<p>2. Be able to take the necessary steps to ensure that drivers comply with the traffic rules, prohibitions and restrictions in force in different member states (speed limits, priorities, waiting and parking restrictions, use of lights, road signs, etc.)</p>	<p>2.1 Interpret and explain:</p> <ul style="list-style-type: none"> 2.1.1 speed limits for various types of vehicles and roads 2.1.2 restrictions on waiting and parking 2.1.3 traffic signs and signals 2.1.4 bus lanes and bus ways 2.1.5 rules applicable to various types of road including motorways, clearways and road lanes restricted to specified vehicles <p>2.2 Demonstrate awareness of differing traffic rules in other EU member states</p> <p>2.3 Demonstrate knowledge of the requirement to carry certain equipment, including safety equipment, in specific member states</p> <p>2.4 Demonstrate knowledge of movement restrictions that operate in specific member states</p> <p>2.5 Demonstrate knowledge of the powers of enforcement agencies to apply immediate penalties relating to alleged traffic offences</p> <p>2.6 Understand the main criteria to be met to achieve Tempo 100 and Vitesse 100, the period of validity of certificates</p>	<p>Students will be expected to know the speed limits that apply within the UK and have elementary knowledge of the speed limits in other EU countries.</p> <p>Students will be expected to be able to specify supplementary items of safety equipment required in individual countries.</p> <p>Students will only be tested on road signs covered in the European Agreement on Main International Traffic Arteries (AGR).</p>	<p>MCO</p>
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<p>3. Be able to draw up instructions for drivers to check their compliance with the safety requirements concerning the condition of the vehicles, their equipment and cargo, and the preventive measures to be taken</p>	<p>3.1 Draw up instructions for drivers to undertake daily walk around checks, including: 3.1.1 nil defect reporting 3.1.2 exception reporting</p> <p>3.2 Demonstrate knowledge of items which should be included in a daily walk around check and the contents of the daily defect report sheet</p>	<p>Students should familiarise themselves with the recommendations for driver walk round checks contained in the DVSA publication 'Guide to Maintaining Roadworthiness'.</p>	<p>MCQ & Case Study</p>
<p>4. Be able to lay down procedures to be followed in the event of an accident and to implement appropriate procedures to prevent the recurrence of accidents or serious traffic offences</p>	<p>4.1 Demonstrate knowledge of legislative requirements relating to the action to be taken following a road traffic accident including: 4.1.1 reporting requirements 4.1.2 document production 4.1.3 information to be given at the scene or subsequently 4.1.4 evidence collection 4.1.5 action to assist those involved 4.1.6 action to secure the accident scene 4.1.7 preparation of insurance claims</p>	<p>Students should be familiar with the legal requirements in the Road Traffic Acts and the guidance contained in 'The Highway Code'.</p> <p>A knowledge of the procedures to be followed in member states will also be a requirement including knowledge of 'The European Accident Statement'.</p>	<p>MCQ & Case Study</p>
<p>5. Be able to implement procedures to properly secure goods and be familiar with the corresponding techniques</p>	<p>5.1 Understand the principles of safe manual handling requirements</p> <p>5.2 Understand the drivers' responsibility for the security and integrity of passenger luggage</p>	<p>Useful documentation:</p> <ul style="list-style-type: none"> • Manual handling at work 	<p>MCQ & Case Study</p>

<p>6. Have elementary knowledge of the layout of the 'E route' network in the member states</p>	<p>6.1 Explain elementary knowledge of the major traffic arteries in the EU member states and the physical mountain and water barriers that constrain movements</p> <p>6.2 Understand the AGR Convention (E routes) regarding the international system of road numbering</p>	<p>Questions will be restricted to the 'E route' network within Belgium, Germany, France, Italy, Spain and the Netherlands, including tunnels for which tolls are levied.</p>	<p>MCQ & Case Study</p>
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