

# **Level 3 Certificate of Professional Competence for Transport Managers (Passenger Transport) March 2022**

**Examination Date – 11<sup>th</sup> March 2022**

## **Chief Examiner Report.**

### **General Comments**

The report below is intended to give tutors and candidates advice and guidance when preparing for future examinations. It sets out to explain where candidates in this examination were or were not awarded marks for their answers. This report should be read in conjunction with the further guidance given within the Skills and Education Group Awards website.

At the recent Awarding meeting, the pass marks for the case study and multiple choice papers were decided according to the procedures outlined by Ofqual. This is done for every examination series, to ensure that candidates always have an equal chance of being awarded the qualification, regardless of the series in which they sit the examination.

91 candidates sat this examination

The pass mark was set at 32 and 48.3% of candidates achieved this level.

The P1 multiple choice paper was considered at the awarding meeting and examiners concluded that the pass mark for this paper should be set at 40 and 51.7% of candidates achieved this mark.

Centres are reminded once again that candidates should not use loose sheets to answer questions unless all of the blank additional sheets in the answer booklet have been used. Where it is necessary to use loose sheets, they must be plain lined pages, not templates for any particular type of question and they must be clearly marked with the centre name and number and the candidate's name and number.

It is important for candidates to note that examiners will always mark the first answer given in the answer booklet, unless it has been clearly crossed out and annotated to show that the candidate has rewritten the answer on a different page.

We would remind candidates that this examination is not a test of handwriting, spelling, grammar or punctuation, but it is important that examiners are able to read and understand the answers being given. The crucial factor, as with all examinations, is that candidates must read each question carefully. This includes the notes attached to each question, as marks are so often lost by candidates because they did not follow all instructions given. Examiners will always give candidates very clear instructions in each question and it is therefore critical that candidates follow every instruction and answer exactly what is being demanded of them.

Comments below for individual questions are designed to assist candidates and tutors when training for future examinations.

### Question 1

**Sam proposes to operate a new morning bus commuter service between Walvingham Bus Station and Walvingham Railway Station, via the Chase Estate.**

**Use the information provided in the case study to calculate the minimum number of buses required to operate the proposed service each weekday.**

**Note:  
You MUST show all your workings.**

This question required candidates to use the service specification for a bus service, given within the case study to determine the number of buses which would be required to operate that service. The service involved two different routes, thereby making it effectively two services which could be interworked. One route, (Route 1) involved an outward and return trip via a residential estate, whereas on alternate departures (Route 2) the return journey did not go through the residential estate, making it a slightly shorter journey.

Each route had to be calculated separately in order to determine how many buses for that route.

The answer, with workings is shown below.

	Service 1 (minutes)	Service 2 (minutes)
Stand at Bus station	5	5
Bus station to Chase Estate	<b>15</b>	15
Chase Estate 8 stops	16	16
Chase Estate to Railway Station	<b>6</b>	6
Stand at Railway station	5	5
Railway Station to Chase Estate	6	-
Chase Estate 8 stops	16	-
Chase Estate to Bus station	15	-
Railway station to Bus station	-	<b>12</b>
<b>Round trip total</b>	<b>84</b>	<b>59</b>
Divide by headway	20	20
=	<b>4.2</b>	<b>2.95</b>
Number of buses	<b>5 buses</b>	<b>3 buses</b>
Total number of buses	<b>8</b>	

## Question 2

The case study describes SCC's proposal to operate trips to Paris. These will be subject to the requirements imposed by the Package Travel and Linked Travel Arrangements Regulations 2018.

- (a) Outline TWO reasons why the Package Travel regulations would apply to SCC's proposed trips to Paris.
- (b) Give FOUR items of information that must be included in the brochure for the proposed trips to Paris.

This question was very well answered by most candidates, with over 60% gaining at least 4 of the available 6 marks. The main reason that candidates did not always get full marks was that they did not follow the instruction to OUTLINE reasons why the regulation would apply.

### Question 3

**You are required to provide a driver schedule for the proposed first outward journey to Paris, starting on 4 June 2022.**

**Use the information provided in the case study to complete the table below. Your schedule must begin when the driver starts work at the latest possible time at SCC’s operating centre and end at the earliest possible time that the vehicle will be ready to depart from the Paris hotel, to return to Walvingham without passengers.**

**Notes:**

**You MUST show a start time, finish time, and a clear description of each activity for each time period.**

**You MUST show local times throughout.**

**You MUST show a destination for each driving period.**

**You are NOT required to give tachograph modes.**

This was a straightforward driver schedule, and the case study gave candidates a departure time from the pick-up point as well as a departure time for the Le Shuttle from Cheriton. A significant number of candidates did not however give the driver a break before embarking Le Shuttle. The driving time from the pick-up point to Cheriton was 4 hours and 20 minutes, but the driver had already driven for 10 minutes to reach the pick-up point, therefore he had driven for 4 hours and 30 minutes, so a break was required before he could check in and embark.

The only other common error was to not change to local time when arriving in France.

A correct schedule is given below.

Start time	Finish time	Activity
0620	0635	Checks
0635	0645	Drive town centre
0645	0745	Load
0745	1205	Drive Folkestone OR Tunnel OR Le Shuttle
1205	1250	Break (NOT rest)
1250	1300	Check in OR embark
1300	1335 OR 1435	Crossing
1435	1445	Disembark
1445	1845	Drive Paris OR hotel
1845	1900	Unloading
1900	0400	Rest
0400	0415	Checks

### Question 4

**SCC requires a costing schedule for the proposed first journey to Paris, leaving Walvingham on 4 June 2022 and returning there the following day.**

**Use the information provided in the case study to calculate the total cost to SCC of this round-trip journey.**

**Notes:**

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

**You MUST show all your workings.**

This was a typical costing question, requiring candidates to firstly, correctly determine the total mileage for the round trip journey. Using an incorrect mileage in subsequent calculations of running costs will have resulted in the loss of a total of 7 of the available 14 marks.

The case study gave costing information for 2 different coaches and some candidates lost marks through using data for the wrong coach when completing this question. A further commonly occurring error seen by examiners was where candidates had deducted the cost of the tyres from the purchase price of the coach, although the case study stated clearly that the purchase price excluded the cost of tyres.

A correct answer is shown below.

Distance $(10+260+300) \times 2$	1,140 km
Depreciation $(£250,000-£70,000) / 10 / 250 \times 2$	144.00
Driver AND/OR wages	270.00
Other standing costs $(£40,000 / 250) \times 2$	320.00
Fuel $(1,140/6 * £1.2)$ OR $(£1.2/6 \times 1,140)$	228.00
Maintenance $(£0.25 \times 1,140)$	285.00
Tyres $(3,200/40,000 \times 1,140)$	91.20
Tolls $(46.15 / 1.3) \times 2$	71.00
Overnight $(50 / 1.3)$	38.46
Le Shuttle $(436.00 + 380)$	816.00
<b>Total cost</b>	<b>2263.66</b>

### Question 5

**The information provided in the case study shows that several offences and operator licence breaches have been committed.**

**Describe FOURTEEN such offences, or operator licence breaches. Your answer MUST include enough detail to identify each offence or breach and by whom each is committed.**

**Note:**

**The case study contains all the information you will need. You should not make any assumptions about events or facts.**

In this question, candidates were required to carefully read the case study and using their knowledge of operator licensing criteria, drivers' hours regulations and other law, identify any infringements, breaches or offences which had been committed. Examiners had identified 18 offences, breaches or infringements within the case study and candidates were required to describe 14. The question was generally well answered with most candidates identifying at least 8.

18 correct answers are given below.

1. Not notifying Traffic Commissioner of change in vehicle maintenance arrangements
2. Using an unauthorised operating centre OR in a different Traffic Area
3. Operating local bus services without registering
4. Maintenance records kept for 14 months
5. Adrian driving without a tachograph card more than 15 days
6. Sam writing on disc
7. Sam using photocopy of disc
8. Operating more vehicles than authorised
9. Frank breaking hours restrictions at bus station/operating centre OR entering between 01.00 and 05.00
10. Georgina exceeding 10 hours driving
11. Using 15-seat minibus to ply for taxi fares
12. SC Coaches Ltd operating without an operator licence
13. Sam not notifying Traffic Commissioner that no longer trading OR not surrendering his operator licence OR not notifying sale of vehicles
14. Not notifying Traffic Commissioner of transport manager change (1 mark – one response for Amanda and/or Bill)
15. Transport manager Amanda no active part in business
16. Not reporting driver's broken leg to HSE
17. Pension contributions below the required 3%
18. Insufficient funds for financial standing (only a maximum of £50,000)

**Question 6**

**The case study describes four marketing exercises that Sam has completed.**

**For each of the 4 exercises, state whether the information that Sam has gathered represents primary or secondary marketing data.**

78% of candidates correctly answered at least 3 of the 4 parts of this question.

Correct answers are given below.

An analysis of private hire journeys, completed for local schools during 2021, from sales records.	Secondary
Notes on customer responses to sales telephone calls made by Sam last week.	Primary
An analysis of customer feedback cards, completed by passengers in February 2021.	Primary
Addresses and telephone numbers for all schools in the county, obtained by Sam through Internet research.	Secondary

**Chief Examiner  
April 2022**