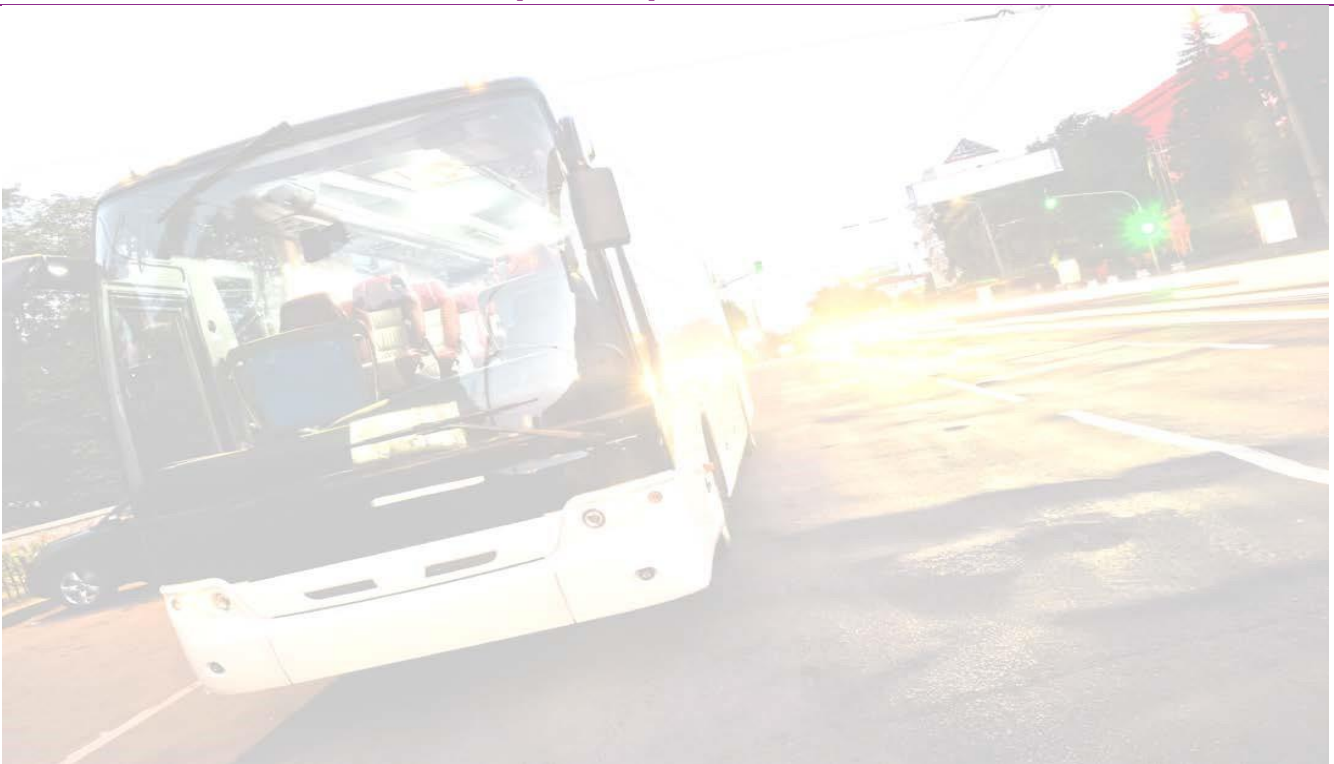


SEG Awards Level 3 Certificate of Professional Competence for Transport Managers (Passenger Transport)

Qualification Guidance

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

The specification code is C6017-03

Version	Date	Details of change
1.0	April 2021	New qualification guide
1.1	June 2025	Updated review date to 31/03/2026

This guide should be read in conjunction with the Certificate of Professional Competence for Transport Managers (Passenger Transport) syllabus document **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.

Qualification Structure and Rules of Combination

Rules of Combination: Level 3 Certificate of Professional Competence for Transport Managers (Passenger Transport)

Students must achieve all of the mandatory units to achieve the qualification.

Unit	Unit Number	Level	GL
Mandatory Units			
Civil Law Relating to Passenger Transport	R/618/6866	3	6
Commercial Law for Transport Managers	J/618/6850	3	8
Social Law for Transport Managers	L/618/6851	3	18
Fiscal Law for Transport Managers	R/618/6852	3	15
Business and Financial Management of the Undertaking (Passenger Transport)	Y/618/6867	3	42
Access to the Passenger Transport Market	D/618/6868	3	16
Technical Standards and Aspects of Passenger Transport Operation	H/618/6869	3	10

Road Safety Relating to Passenger Transport	Y/618/6870	3	8
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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.

Qualification Aim

This qualification specifically aims to:

- assess students against the requirements of Regulation (EC) No 1071/2009 of the European Parliament and of the Council of 21 October 2009
- assess the levels of knowledge and practical aptitude necessary for the management of a transport undertaking as set out in Annex 1 of Regulation (EC) No 1071/2009
- assess skills and knowledge at a level which is harmonised at a minimum level with the skills and knowledge assessed in all Member States

The Skills and Education Group Awards CPC qualification is currently a lifetime award, which means that once obtained, the qualification will not expire, and holders will be considered professionally competent for the rest of their lives. However, professional competence can be affected at any time by certain personal circumstances, for example, if the holder is convicted of certain criminal offences.

Practice Assessment Material

Skills and Education Group Awards will provide previous examination papers on its website, once available. These are provided to demonstrate the layout of the examinations and to prepare students for their examination day(s). It is important however to note that these previous papers will not contain questions which will be presented in live papers.

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

Progression Opportunities

A student achieving a Certificate of Professional Competence in Passenger Transport has the following progression routes available:

- enter the profession of Transport Manager
- undertake higher level qualifications part-time or full-time in further or higher education, e.g. HNC, HND, degree
- undertake additional complementary qualifications in the workplace

Centres should be aware that Reasonable Adjustments which may be permitted for assessment may in some instances limit a student's progression into the sector. Centres must therefore inform students of any limits their learning difficulty may impose on future progression, if applicable.

Assessor Requirements

There are no Assessor requirements for this qualification as the assessments are externally set and externally marked.

Language

These specifications and associated assessment materials are in English only.

Qualification Summary

Qualification								
Level 3 Certificate of Professional Competence for Transport Managers (Passenger Transport)								
Qualification Purpose	Confirm occupational competence and/or 'licence to practice'							
Age Range	Pre 16		16-18		18+	✓	19+	✓
Regulation	The above qualifications are regulated by Ofqual							
Assessment	<ul style="list-style-type: none"> Multiple choice externally set – externally assessed Case study externally set – externally assessed 							
Type of Funding Available	Not applicable							
Qualification/Unit Fee	The qualification fee (£125) is made up of the two assessment elements which can be registered and purchased separately: Multiple choice – £50 Case study - £75							
Grading	To achieve a 'Pass' students must pass the multiple choice question paper and the case study.							
Operational Start Date	01/04/2021							
Review Date	31/03/2026							
Operational End Date								
Certification End Date								
Guided Learning (GL)	123 hours							
Total Qualification Time (TQT)	142 hours							
Skills and Education Group Awards Sector	Transportation operations and maintenance							
Ofqual SSA Sector	4.3 Transportation operations and maintenance							
Support from Trade Associations/Stakeholder Support								
Administering Office	See Skills and Education Group Awards website							

Unit Details

7686 – Civil Law Relating to Passenger Transport

Unit Reference	R/618/6866
Level	3
Guided Learning	6 hours
Unit Summary	This unit covers the knowledge and skills required around civil law relating specifically to the passenger transport sector.
Learning Outcomes <i>The learner will</i>	Assessment Criteria <i>The learner can</i>
1. Be familiar with the main types of contract used in road transport and with the rights and obligations arising therefrom	<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>
2. Be capable of negotiating a legally valid transport contract, notably with regard to conditions of carriage	<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>
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>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 style="margin-left: 40px;">3.2.1 principles</p> <p style="margin-left: 40px;">3.2.2 sub-contractors</p> <p style="margin-left: 40px;">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>

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|--|---|
| | <p>3.6 Devise and apply procedures for dealing with claims and the determination and payment of compensation for:</p> <ul style="list-style-type: none">3.6.1 injury to passengers3.6.2 delay3.6.3 loss of or damage to baggage3.6.4 lost property |
|--|---|

7679 – Commercial Law for Transport Managers

Unit Reference	J/618/6850
Level	3
Guided Learning	8 hours
Unit Summary	This unit covers the knowledge and skills required around commercial law relating specifically to Transport Managers.
Learning Outcomes <i>The learner will</i>	Assessment Criteria <i>The learner can</i>
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>1.1 Explain the advantages and disadvantages of the following types of business structures: 1.1.1 partnerships 1.1.2 limited liability partnerships 1.1.3 sole traders</p> <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>
2. Have appropriate knowledge of the various forms of commercial companies and the rules governing their constitution and operation	<p>2.1 Interpret the correct definitions of types of business including: 2.1.1 private limited companies 2.1.2 public limited companies 2.1.3 cooperatives 2.1.4 community interest companies</p> <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: 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>

7680 – Social Law for Transport Managers

Unit Reference	L/618/6851
Level	3
Guided Learning	18 hours
Unit Summary	This unit covers the knowledge and skills required around social law relating specifically to Transport Managers.
Learning Outcomes <i>The learner will</i>	Assessment Criteria <i>The learner can</i>
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>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>
2. Be familiar with employers' social security obligations	<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>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> <p>3.1.1 content or written employment particulars</p> <p>3.1.2 time limits for the issue of written employment particulars</p> <p>3.1.3 contract variation</p> <p>3.2 Understand the rights and obligations of employers and employees including those relating to:</p> <p>3.2.1 part-time employees</p> <p>3.2.2 temporary employees</p> <p>3.2.3 agency staff</p> <p>3.2.4 transfer of undertakings</p> <p>3.2.5 remuneration and itemised pay statements</p> <p>3.2.6 dismissal, unfair dismissal and redundancy</p> <p>3.2.7 disciplinary and grievance procedures</p> <p>3.2.8 notice to terminate employment</p> <p>3.2.9 working time regulations</p> <p>3.2.10 maternity, paternity and parental provisions</p> <p>3.2.11 dependants</p> <p>3.2.12 information for employees</p> <p>3.2.13 working for more than one employer</p> <p>3.2.14 discrimination in the workplace</p> <p>3.2.15 accessibility in the workplace</p> <p>3.2.16 statutory payments from employers (e.g. statutory sick pay (SSP))</p> <p>3.3 Explain the employers' responsibilities regarding the hours worked by self-employed, agency and part-time drivers</p>
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<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 Council 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>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>
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7681 – Fiscal Law for Transport Managers

Unit Reference	R/618/6852
Level	3
Guided Learning	15 hours
Unit Summary	This unit covers the knowledge and skills required around fiscal law relating specifically to Transport Managers.
Learning Outcomes <i>The learner will</i>	Assessment Criteria <i>The learner can</i>
1. Be familiar with the rules governing Value Added Tax (VAT) on transport services	<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>
2. Be familiar with the rules governing motor vehicle tax	<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>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> <ul style="list-style-type: none"> 3.4.1 Infrastructure charges such as road tolls 3.4.2 environmental and congestion charges including heavy vehicles fees, emissionrelated tolls and city centre exclusions <p>3.5 Explain methods of charging and collection including:</p> <ul style="list-style-type: none"> 3.5.1 toll booths 3.5.2 vignettes 3.5.3 on-board units
<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 selfemployment</p> <p>4.5 Understand operation and key requirements relating to corporation tax</p>

7687 – Business and Financial Management of the Undertaking (Passenger Transport)

Unit Reference	Y/618/6867
Level	3
Guided Learning	42 hours
Unit Summary	This unit covers the knowledge and skills required around business and financial management of the passenger transport undertaking.
Learning Outcomes <i>The learner will</i>	Assessment Criteria <i>The learner can</i>
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>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>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>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>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>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

	5.2 Understand the use and calculation of cash flow forecasts and statements
6. Be able to prepare a budget	<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>
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>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>
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>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>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
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10. Be familiar with the different types of insurance relating to road transport (liability, accidental injury/life insurance, nonlife and luggage insurance) and the guarantees and obligations arising therefrom	<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 Green card system <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>
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<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>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-</p>

	<p>contracted operations</p> <p>12.5 Prepare responses to tenders and the requirements to be met by tendering bodies</p> <p>12.6 Understand subsidised and tendered services including:</p> <ul style="list-style-type: none"> 12.6.1 'supply side' tenders 12.6.2 'bottom line' tenders 12.6.3 rules regarding de minimis operation
13.Be able to apply the rules governing the invoicing of road passenger transport services	13.1 Apply the provisions of the Package Travel Regulations to a given scenario

7688 – Access to the Passenger Transport Market

Unit Reference	D/618/6868
Level	3
Guided Learning	16 hours
Unit Summary	This unit covers the knowledge and skills required around the passenger transport market and setting up a passenger transport undertaking.
Learning Outcomes <i>The learner will</i>	Assessment Criteria <i>The learner can</i>
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 extraCommunity road transport operations, inspections and penalties	<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>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>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>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> <ul style="list-style-type: none"> 4.3.1 integrated transport authorities 4.3.2 county councils 4.3.3 unitary authorities 4.3.4 Traffic Commissioners 4.3.5 Transport for London

<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> <ul style="list-style-type: none"> 5.3.1 types of duty 5.3.2 timetabling 5.3.3 crew rostering 5.3.4 vehicle scheduling <p>5.4 Describe the terms used in operating road passenger services including:</p> <ul style="list-style-type: none"> 5.4.1 frequency 5.4.2 headway 5.4.3 layover 5.4.4 clock face and non-clock face headways 5.4.5 interworking
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	<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> <ul style="list-style-type: none"> 5.9.1 documents for drivers and other crew members 5.9.2 documents for the vehicle 5.9.3 documents relating to the transport service 5.9.4 documents for passengers 5.9.5 requirements of ferry operators for passenger manifests <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> <ul style="list-style-type: none"> 5.11.1 key provisions of the Schengen Agreement 5.11.2 passport and visa procedures 5.11.3 immigration controls 5.11.4 functions of red, green and blue customs channel controls of prohibited and restricted goods 5.11.5 anti-smuggling and other security controls
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7689 – Technical Standards and Aspects of Passenger Transport Operation

Unit Reference	H/618/6869
Level	3
Guided Learning	10 hours
Unit Summary	This unit covers the knowledge and skills required relating to passenger transport technical standards and vehicle maintenance.
Learning Outcomes <i>The learner will</i>	Assessment Criteria <i>The learner can</i>
1. Be familiar with the rules concerning the weights and dimensions of vehicles in the member states	<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>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 2.1.2 engine type 2.1.3 transmission 2.1.4 braking system 2.1.5 passenger comfort equipment including climate control and entertainment equipment 2.1.6 toilet provision 2.1.7 gallery provision 2.1.8 suspension 2.1.9 wheels, tyres and axles 2.1.10 loading and other ancillary equipment 2.1.11 emission standards
<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>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>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:</p> <ul style="list-style-type: none"> 5.1.1 legislative requirements 5.1.2 DVSA guidance 5.1.3 best practice <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>

	5.5 Describe the documents to be used and record keeping requirements
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7690 – Road Safety Relating to Passenger Transport

Unit Reference	Y/618/6870
Level	3
Guided Learning	8 hours
Unit Summary	This unit covers the knowledge and skills required relating to passenger transport road safety.
Learning Outcomes <i>The learner will</i>	Assessment Criteria <i>The learner can</i>
1. Know what qualifications are required for drivers (driving licence, medical certificates, certificates of fitness, etc.)	<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>
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>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>
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>3.1 Draw up instructions for drivers to undertake daily walk around checks, including:</p> <p style="margin-left: 40px;">3.1.1 nil defect reporting</p> <p style="margin-left: 40px;">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>
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>4.1 Demonstrate knowledge of legislative requirements relating to the action to be taken following a road traffic accident including:</p> <p style="margin-left: 40px;">4.1.1 reporting requirements</p> <p style="margin-left: 40px;">4.1.2 document production</p> <p style="margin-left: 40px;">4.1.3 information to be given at the scene or subsequently</p> <p style="margin-left: 40px;">4.1.4 evidence collection</p> <p style="margin-left: 40px;">4.1.5 action to assist those involved</p> <p style="margin-left: 40px;">4.1.6 action to secure the accident scene</p> <p style="margin-left: 40px;">4.1.7 preparation of insurance claims</p>
5. Be able to implement procedures to properly secure goods and be familiar with the corresponding techniques	<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>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>
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Recognition of Prior Learning (RPL), Exemptions, Credit Transfers and Equivalencies

Skills and Education Group Awards policy enables students to avoid duplication of learning and assessment in a number of ways:

- Recognition of Prior Learning (RPL) – a method of assessment that considers whether a student can demonstrate that they can meet the assessment requirements for a unit through knowledge, understanding or skills they already possess and do not need to develop through a course of learning.
- Exemption - Exemption applies to any certificated achievement which is deemed to be of equivalent value to a unit within Skills and Education Group Awards qualification but which does not necessarily share the exact learning outcomes and assessment criteria. It is the assessor's responsibility, in conjunction with the Internal Moderator, to map this previous achievement against the assessment requirements of the Skills and Education Group Awards qualification to be achieved in order to determine its equivalence.
- Any queries about the relevance of any certificated evidence, should be referred in the first instance to your centre's internal moderator and then to Skills and Education Group Awards.

It is important to note that there may be restrictions upon a student's ability to claim exemption or credit transfer which will be dependent upon the currency of the unit/qualification and a student's existing levels of skill or knowledge. Where past certification only provides evidence that could be considered for exemption of part of a unit, students must be able to offer additional evidence of previous or recent learning to supplement their evidence of achievement.

- Credit Transfer – Skills and Education Group Awards may attach credit to a qualification, a unit or a component. Credit transfer is the process of using certificated credits achieved in one qualification and transferring that achievement as a valid contribution to the award of another qualification. Units/Components transferred must share the same learning outcomes and assessment criteria along with the same unit number. Assessors must ensure that they review and verify the evidence through sight of:
 - Original certificates OR
 - Copies of certificates that have been signed and dated by the internal moderator confirming the photocopy is a real copy and make these available for scrutiny by the External Moderator.
- Equivalencies – opportunities to count credits from the unit(s) from other qualifications or from unit(s) submitted by other recognised organisations towards the place of mandatory or optional unit(s) specified in the rule of combination. The unit must have the same credit value or greater than the unit(s) in question and be at the same level or higher.

Skills and Education Group Awards encourages its centres to recognise the previous achievements of students through Recognition of Prior Learning (RPL), Exemption, Credit Transfer and Equivalencies. Prior achievements may have resulted from past or present employment, previous study or voluntary activities. Centres should provide advice and

guidance to the student on what is appropriate evidence and present that evidence to the external moderator in the usual way.

Further guidance can be found in 'Delivering and Assessing Qualifications' which can be downloaded from the Skills and Education Group Awards website.

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.

Exemptions

This qualification contains no exemptions. For further details see Recognition of Prior Learning (RPL), Exemptions, Credit Transfers and Equivalencies.

Glossary of Terms

GL (Guided Learning)

GL is where the student participates in education or training under the immediate guidance or supervision of a tutor (or other appropriate provider of education or training). It may be helpful to think – 'Would I need to plan for a member of staff to be present to give guidance or supervision?'

GL is calculated at qualification level and not unit/component level.

Examples of Guided Learning include:

- Face-to-face meeting with a tutor
- Telephone conversation with a tutor
- Instant messaging with a tutor
- Taking part in a live webinar
- Classroom-based instruction
- Supervised work
- Taking part in a supervised or invigilated formative assessment • The student is being observed as part of a formative assessment.

TQT (Total Qualification Time)

'The number of notional hours which represents an estimate of the total amount of time that could reasonably be expected to be required, in order for a student to achieve and demonstrate the achievement of the level of attainment necessary for the award of a qualification.' The size of a qualification is determined by the TQT.

TQT is made up of the Guided Learning (GL) plus all other time taken in preparation, study or any other form of participation in education or training but not under the direct supervision of a lecturer, supervisor or tutor.

TQT is calculated at qualification level and not unit/component level.

Examples of unsupervised activities that could contribute to TQT include:

- Researching a topic and writing a report
- Watching an instructional online video at home/e-learning
- Watching a recorded webinar
- Compiling a portfolio in preparation for assessment
- Completing an unsupervised practical activity or work
- Rehearsing a presentation away from the classroom
- Practising skills unsupervised
- Requesting guidance via email – will not guarantee an immediate response.