

# **Level 3 CPC (Certificate of Professional Competence) for Transport Managers (Passenger Transport) September 2023**

**Examination Date – 8<sup>th</sup> September 2023  
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 on the Skills and Education Group Awards website.

83 candidates sat the examination.

As is always the case, the pass mark for this paper was set as part of the Awarding process.

The pass mark was set at 28 and 21% of candidates achieved this level.

The P1 (Multiple Choice) paper was also considered at the awarding meeting and examiners concluded that the pass mark for this paper should be set at 42. 42.5% of candidates achieved this mark.

Many of the general comments given below are unfortunately having to be repeated in successive reports. It is disappointing to note that some centres are still allowing candidates to use loose sheets of paper, rather than the additional blank pages at the end of the answer booklets. We would remind centres 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. Once again, in this

session, loose sheets were found, with no indication of the candidate's name or number and therefore the candidate concerned could not be credited with the relevant marks.

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. Once again, examiners found a few instances where candidates had rewritten an answer, but not crossed out a previous one.

Candidates should note that where a question demands a specific number of answers, only this number will be read by examiners and any further answers will not even be considered, even if correct.

It is important that candidates should read and follow instructions given in the notes to each question. For example, in the costing question, the importance of naming each cost and giving a total for each to the nearest penny or in the schedule, not showing driver changeover times on the Taunton – Cairnryan journey.

Comments below for individual questions will explain more fully, the above comments and are designed to assist students and tutors when preparing for future examinations.

### Question 1

**James requires a driver schedule for the round trip to and from Omagh in Ireland that he has been asked to provide a quotation for.**

**Prepare a driver schedule for the first part of one journey, beginning with the start of the first driver's duty and ending at the point where passengers have been loaded for the return journey. (Which must begin at the earliest possible time.)**

**Notes:**

**You must show the name(s) of the driver(s) on board for each part of the journey, but you are not required to show the times of driver changeovers on the Taunton-Cairnryan stage of the journey.**

You must give a start and finish time, and a clear description for every activity.

Only 27% of candidates achieved at least half of the marks available for this question, with a mere 6% achieving full marks.

The schedule required candidates to determine from the outset that it could not be completed legally with only 2 drivers. The schedule required a single driver to pick up the passengers in Plymouth, taking them to the operating centre in Taunton, from where the coach could be double-manned to complete the journey. A large number of candidates drafted illegal schedules, with drivers exceeding driving hours or taking insufficient daily rest.

As is always the case with driver schedules, examiners will stop marking at any point where the schedule becomes illegal or at any point where continuing to drive will result in the schedule becoming illegal.

A correct schedule is given below.

<b>Start time</b>	<b>Finish time</b>	<b>Activity</b>	<b>Driver(s)</b>
1430	1445	Checks	Don
1445	1630	Drive to Plymouth	Don
1630	1700	Load passengers	Don
1700	1845	Drive to Taunton	Don
1845	1900	Checks and fuel	Val and Jim

1900	0630	Drive to Cairnryan	Val and Jim
0630	0700	Check in	Val/Jim
0700	0730	Embark	Val/Jim
0730	0945	Crossing	Val/Jim
0945	1145	Drive to Omagh	Val/Jim
1145	1215	Unload passengers	Val/Jim
1215	2115	Daily Rest	Val/Jim
2115	2130	Checks	Val/Jim
2130	2200	Load passengers	Val/Jim

## Question 2

**James has asked you to prepare the quotation for the proposed Plymouth to Omagh service.**

**Calculate the cost of operating one round trip journey and the amount to be charged to the client for the round trip.**

**NOTES:**

**You MUST show all your workings.**

**You MUST name each cost, showing a total for each, to the nearest penny.**

There were a number of reasons why many candidates scored poorly in this question. Miscalculating the mileage for the journey was the primary reason, with a lot of candidates not including the mileage involved in picking up and dropping off the passengers in Plymouth, before and after the journey from Taunton to Omagh. An incorrect mileage figure resulted in the loss of 10 of the total 13 marks, as all running cost figures would have been calculated wrongly, this in turn resulting in incorrect total costs.

The other common error was to omit the cost of the driver who was required to do the Plymouth pick up and drop off.

A correct calculation is shown below:

### Standing Costs

$£21,600/240 = £90 \times 2 =$	£ 180.00
Drivers 2 x 2 days x £130 =	£ 520.00
1 x 2 days x £130 =	£ 260.00
 Distance 2110km	
Fuel 2110/4kpl = 527.5l x £1.40 =	£ 738.50
Maintenance £12,000/48,000 = £0.25 x 2110 =	£ 527.50
Tyres £2,800/70,000 = £0.04 x 2110 =	£ 84.40
 Total Cost	£2310.40
Markup 15%	£ 346.56
To Charge	<u>£2656.96</u>

### Question 3

**James is concerned that the current profit mark-up applied to all quotations may not be realistic. He has told you that RC's total costs for the last financial year were £8,500,000 and that the directors would like to achieve a return of 20% on capital employed, which last year was £6,375,000.**

**a) Using the figures detailed above, calculate whether the company's mark-up on costs was sufficient to have achieved the directors' desired return on capital employed**

**b) Using the figures detailed above, calculate the profit mark-up which would have had to have been applied if the directors had decided that they wanted a 25% return on capital employed**

Despite the fact that this question has been asked in various forms in a number of previous examination series, 75% of candidates either did not attempt it, or were awarded no marks.

Understanding of, and the ability to interpret financial indicators contained within a balance sheet are an integral part of the syllabus, specified for this qualification by the Retained EU Regulation and therefore by The Department for Transport and are questioned in every examination, both in the multiple-choice paper and the case study.

Examiners are aware that it is a relatively small part of the syllabus and consequently warranted only a four-mark question. On a positive note, it should be noted that a number of candidates did achieve full marks for the question.

#### Question 4

**You have suggested to James that it would make it easier to ensure overall compliance in all areas if RC invested in remote tachograph downloading hardware and software, together with a linked smartphone app for drivers' daily walkaround checks.**

**Outline EIGHT benefits to you and to RC, of using this technology.**

Examiners always seek to ask at least one or two questions in each examination, which require candidates to use their own common sense and initiative, rather than just knowledge gained from training notes. We also aim to reflect the latest uses of technology and digital information. This was just such a question and marks were awarded for answers which met the demands of the question. Answers which specifically outlined benefits for the company, or the transport manager, were credited. Many candidates listed outcomes of using the technology which did not reflect such a benefit.

Some typical answers which attracted marks are given below:

- TM does not have to physically see each vehicle.
- TM does not have to physically see each driver.

- TM has access to vehicle data within 24hrs.
- TM has access to driver data within 24hrs.
- TM can work from anywhere.
- TM can see infringements within 24hrs.
- TM can see missing mileage within 24hrs.
- TM can see if driver card not inserted.
- TM can see how long walk round check is taking.
- TM can see if walk round check has not been done.
- TM can see details/picture of defects being notified.

### **Question 5**

**James would like to start using the disused airfield site for parking some vehicles.**

**Outline FOUR actions that you will have to take in respect of operator licensing, before you are able to park vehicles on that site.**

Regulations covering the requirements in respect of operator licensing are a core element of the syllabus for the Certificate of Professional Competence and a question on this syllabus area is a mandatory requirement in every examination.

This question simply asked what actions had to be undertaken by the operator before their vehicles could be parked at a location other than their authorised operating centre.

Some correct answers are :

- Apply online for new operating centre.
- Obtain letter from landlord giving permission to park.
- Submit a letter giving permission to park.
- Submit plan of site with dimensions
- Submit photos of site
- Show ability to enter and exit in forward gear.
- Pay fee.

Candidates should always remember that when a question demands ACTIONS, then answers must contain a verb.

## Question 6

**Using the information given in the case study, prepare a timetable for the feeder service pick-ups, using only RC's 3 x 20-seat mini-coaches.**

### NOTES:

**Each feeder service must arrive with its passengers at RC's operating centre at 0700hrs.**

**All journey times must be as short as possible, with all pick-up times as late as possible.**

**The average speed for the vehicles on all routes is 60kph. This takes into account time for loading passengers at all points.**

This question required candidates to use the diagrammatic map and the passenger list given in the case study to determine a pick-up schedule for 3 feeder coaches. This involved them having to calculate times backward from the required arrival time for each pickup point, by using the distances and speed given.

The fact that the average speed specified was 60kph, meant that each kilometre would take 1 minute. This makes for a very quick and easy calculation of time taken.

It was possible to complete each pick-up route in either direction and marks were awarded for both sets of times, either clockwise or anticlockwise.

Correct timetables for both directions are given below.

#### FEEDER 1

<b>E</b>	<b>0629</b>		<b>F</b>	<b>0631</b>
<b>A</b>	<b>0637</b>		<b>B</b>	<b>0639</b>
<b>B</b>	<b>0647</b>	OR	<b>A</b>	<b>0649</b>
<b>F</b>	<b>0655</b>		<b>E</b>	<b>0657</b>
Taunton	0700		Taunton	0700



FEEDER 2

**H**           **0638**  
**J**           **0653**  
Taunton    0700

OR

**J**           **0635**  
**H**           **0650**  
Taunton    0700

FEEDER 3

**C**           **0629**  
**D**           **0647**  
**G**           **0655**  
Taunton    0700

OR

**G**           **0628**  
**D**           **0636**  
**C**           **0654**  
Taunton    0700

**Question 7.**

**The drivers who operate the feeder services will be able to go straight onto their school contract runs.**

**a) What set of drivers' hours' regulations will these drivers be subject to?**

**b) Outline SEVEN of these regulations.**

The feeder services and the school contracts both come within the 'Regular Service with a route length of less than 50km' requirement to make them subject to Domestic Regulations.

Those candidates who deduced this, were then able to outline or simply copy seven of those regulations from their notes.

**Chief Examiner**

**21<sup>st</sup> October 2023**