

Vocational Qualifications (QCF, NVQ, NQF)

CPC (Certificate of Professional Competence)

Level 3 CPC (Certificate of Professional Competence) for Transport Managers (International Passenger Transport) - **05678**

OCR Report to Centres March 2015

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This report on the examination provides information on the performance of candidates which it is hoped will be useful to teachers in their preparation of candidates for future examinations. It is intended to be constructive and informative and to promote better understanding of the specification content, of the operation of the scheme of assessment and of the application of assessment criteria.

Reports should be read in conjunction with the published question papers and mark schemes for the examination.

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General Comments

I believe that it is worth repeating the introductory advice which was given in the Principal Examiner's Report for the December 2014 examination. Many candidates failed to gain marks in this, the March examination, through not paying attention to and following the instructions given in both the questions and the case study.

'This examination requires candidates to carefully read a case study and answer questions using application of their own knowledge, information contained within any written materials which they have brought to the examination and, importantly, information contained within the case study. Questions will never require candidates to make any assumptions about speeds, distances, times or data of any kind. The case study will always contain all of the information necessary to enable a candidate to answer every question. Answers which are based upon information other than that given within the case study will be incorrect and hence, marks will be lost'.

Many candidates gave answers to questions in this examination which would have been acceptable and would have gained full marks in a different scenario, but because the answers (in costing and scheduling questions in particular) did not comply with the requirements of the case study, full marks were not awarded. The comments and advice given for individual questions below, explains this in greater detail.

The nominal pass mark for this examination is 30 but after every examination, a group of senior examiners and industry sector representatives reviews each paper and sets the actual pass mark in order to reflect the paper's level of difficulty. In this case, the PASS MARK was set at 30.

The PASS RATE for this examination was: 49%

The pass rate for the multiple choice paper (P1) in this session was 69.4%

The comments in this report are intended to help centres and candidates in future examination preparation and while examples of answers which would attract full marks are given, there are, for some questions, other ways of answering which would also gain full marks.

Question 1

RCO operates a network of three bus services and you are keen to improve the fleet utilisation.

Using the information in the tables in the case study for Services XX, XY and XZ;

- a) determine the number of buses required to operate each individual service.**

b) calculate the minimum number of buses required to operate all three services.

Part a) of this question required candidates to use the standard formula for calculating the number of buses required to operate a service, i.e. Divide the total journey time of the service by the headway for the service. Few candidates however, determined the correct total journey time for services XY and XZ. Service XX was generally calculated correctly, being a simple round trip, whereas XY and XZ were both out and return services, so candidates were required to correctly calculate the total round trip journey time from the route data supplied.

A common mistake was to double all of the layover times, whereas it is only those at the intermediate stops which apply to both outward and return journeys.

Detailed below are the completed calculations, showing the correct number of buses for each route.

Route XX – Travelling time = $6+6+3+7+8+2+2+8+7+5 = 54$ mins
Stop/layover time = $10+4+2+6+2+2 = 26$ mins

Therefore total journey = = **80 mins**
Buses required = $80 \div 20 = 4 = 4$ buses

Route XY – Travelling time = $3+3+6+2+7 = 21$ mins (single journey)
Stop/layover time = $8+4+2+10+2+4 = 30$ mins

Therefore total journey = = **72 mins**
Buses required = $72 \div 20 = 3.6 = 4$ buses

Route XZ – Travelling time = 8 mins (single journey)
Stop/layover time = $5+5 = 10$ mins

Therefore total journey = = **26 mins**
Buses required = $26 \div 20 = 1.3 = 2$ buses

Those candidates who correctly determined the number of buses for each route individually, generally gained full marks for part b), realising that interworking of the services would save one bus -

Buses required to operate routes together = $4 + 3.6 + 1.3 = 8.9 = 9$

Question 2

Litigation costs and the costs of settling claims are serious concerns for the directors of RCO. They have asked you to assess the company's financial exposure to these risks and to advise them on the minimum indemnity requirements against potential claims.

For each of the events below, state how RCO should be specifically indemnified against financial claims.

- a) An injury to a passenger on an RCO coach.
- b) Injury to a visitor on RCO premises.
- c) Injury to an employee on RCO premises.
- d) Damage caused by an RCO bus to a council owned bus shelter.
- e) Damage to passengers' luggage.

- f) **Damage sustained by an RCO bus in collision with a council owned bus shelter.**
- g) **Injury to the driver of a vehicle owned by another company, when caused by an accident with an RCO bus.**
- h) **Delay caused to passengers on an RCO holiday.**

The majority of candidates correctly identified those events which would be covered by Third Party Motor Insurance, Public Liability Insurance and Employer's Liability Insurance and hence gained at least five of the available eight marks. Less well understood were the various discretionary insurances available to operators.

Many candidates stated in their answers that an operator has no liability for some of these events which is indeed true. The question however, asked candidates to 'state how RCO should be specifically indemnified'.

Question 3

A key element of the proposed express coach services between Reading and Swansea will be the driver requirement.

You have decided to roster three drivers to cover the six services, ensuring each driver operates the same services on each day, Monday to Friday.

Use the information in the case study to compile a one-day schedule for each driver on these services.

Notes:

Your schedule MUST comply with company policies and procedures.

This question in particular, demonstrated the need to read the question carefully and answer the question being asked, rather than a variation of the question being asked.

The question specifically asked for a schedule for each driver, and stated very clearly that each of the three drivers must operate the same services on each day.

Many candidates completed a legal schedule for each of the three drivers, but not one which could be operated for five consecutive days. Other candidates completed schedules which were based on GB Domestic Hours Regulations. These regulations could not apply to this operation which would be subject to Regulation EC 561/2006.

Some candidates ignored the instruction that schedules must comply with company policies and procedures, by allocating drivers to a schedule which would not return them to the point from which they started.

The only way in which all six services could be operated by three drivers, with each one completing the same services on each day, and returning to his or her starting point each day, is by scheduling the driver of the 0830hrs R1 service, for split daily rest every day, as shown on the next page –

Driver 1

08.15	Sign on Checks
08.30	Depart Reading R1
12.30	Arrive Swansea Split Rest Part 1.
17.30	Depart Swansea S6
21.30	Arrive Reading Continue Rest

Driver 2

07.45	Sign on Checks
08.00	Depart Swansea S4
12.00	Arrive Reading Break
13.00	Depart Reading R2
17.00	Arrive Swansea Rest

Driver 3

12.45	Sign on Checks
13.00	Depart Swansea S5
17.00	Arrive Reading Break
18.00	Depart Reading R3
22.00	Arrive Swansea Rest

Question 4

Your research into the viability of operating an express service shows that the proposed service is likely to attract an average loading of 38 passengers.

From the information in the case study and using 53-seat coaches, calculate the minimum one-way fare per passenger which should be charged for a journey from Swansea to Reading in order to achieve the company's required 20% profit.

For costing purposes assume that each vehicle completes one round trip per day and that drivers on these services carry out no other duties.

The common error in this question was to allocate 100% of standing costs and driver's wages to the one way journey. Candidates added this total to the running costs for a one way journey, thereby adding £145.00 to the total journey cost. Apart from this mistake, the question was well answered by the majority of candidates. Shown below is an example of a layout for this answer which would have gained full marks.

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Annual Standing Costs = £ 54150
Annual usage = 285 days

Therefore standing cost per day = $54150 \div 285 =$ £ 190.00

Drivers wages £ 100.00

TOTAL DAILY FIXED COST = £ 290.00

By operating one return journey per day, fixed cost per single journey
= £ 145.00

Running costs – per journey (280km per single journey)

Maintenance £ $0.35 \times 280 =$ 98.00

Tyres £ $1800 \div 45000 =$ £0.04 per km
 $\times 280\text{km} =$ 11.20

Fuel 280km @ 4 kpl = 70litres
 \times £1.20 = 84.00

TOTAL RUNNING COSTS = £ 193.20

TOTAL OPERATING COST FOR ONE SINGLE JOURNEY = £ 338.20
Add 20% profit required 67.64

TOTAL £ 405.84

Divide by estimated average passenger loading

$405.84 \div 38 =$ £ 10.68 minimum fare to be charged

Question 5

One of your first tasks has been to check the licences of all drivers employed by RCO.

Your check has shown that a number of drivers have certain licence restrictions.

For each driver below

Driver 1 – with code 101

Driver 2 – with code 103

Driver 3 – with code 105

- a) give the meaning of each code restriction.
- b) give the action (if any) which needs to be taken to enable him/her to drive every vehicle currently in the fleet.

Most candidates correctly identified restrictions 101 and 105, but few knew the meaning of 103 – Needs to pass initial CPC (or, Subject to Certificate of Professional Competence).

Part b) of the question however, asked for the actions which needed to be taken to enable the respective drivers to drive every vehicle in the fleet. Many candidates gave answers which did not include an action and many others suggested that merely 'taking' a test would allow the driver to drive every vehicle. Competent candidates noted that if Driver 1 held a full category D entitlement, he could drive every vehicle, even with a 101 restriction on his licence D1 entitlement and hence no action would be required. Most candidates however, correctly stated that Drivers 1 and 3 would have to take and pass a Category D test.

Question 6

You are aware that RCO's current Operator Licence is due for its 5 year review.

Give FOUR criteria that the Traffic Commissioner will consider when reviewing the licence.

For each criterion, outline what the Commissioner will require RCO to prove.

This question was generally well answered by most candidates, with the only common errors being the inclusion of 'Legal undertakings' as a criterion and candidates describing not what RCO have to prove, but how they would prove it.

Once again, as will be seen in most of the comments above, candidates generally failed to gain marks through not carefully reading the case study and the question, before beginning their answer. Failure to answer the question which was asked resulted in many cases in no marks, or at best, less than full marks.

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