

## **Vocational Qualifications (QCF, NVQ, NQF)**

### **CPC (Certificate of Professional Competence)**

Level 3 CPC (Certificate of Professional Competence) for Transport Managers (Passenger Transport) – **05670**

Unit P2: Certificate of Professional Competence Passenger Transport - **05678**

## **OCR Report to Centres June 2017**

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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.

OCR will not enter into any discussion or correspondence in connection with this report.

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# Level 3 CPC (Certificate of Professional Competence) for Transport Managers (Passenger Transport) – 05670

## General Comments

The standard of answers in the P2 Case Study Paper continues to improve, and in this session, candidates showed signs of having prepared well for the examination. Answers to the schedule and the costing questions were generally well laid out and there is now evidence that candidates are taking note of the instructions contained within The Student and Tutor Guide.

In general, candidates are taking care in answering the question which is being asked, although there are still those who appear to have either misread the question or perhaps believe that although they do not know the answer to the question asked, think that they can gain marks by writing “something”.

A smaller number of candidates are still failing to read the questions carefully and consequently marks are lost as a result of giving answers which do not meet the demands of the question. Similarly, many candidates lost marks in this examination through not following the requirements of the instruction notes given within the question. Typical examples of such instructions not being followed are:

Tachograph symbols are not acceptable for tachograph mode.  
You MUST include the destination for each driving period.  
You MUST show all your workings  
You MUST name each cost, showing a total for each  
Show your workings and answers to the nearest penny.

Having said all of the above, I would however commend trainers and centres, as the improvements seen in previous sessions are continuing, with the majority of candidates laying out their answers in a clear and concise way.

More detailed explanation of the comments above and how they relate to this paper is given below in the notes on each question.

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 31.

The PASS RATE for this examination was 55.56%.

The PASS MARK for the paper based multiple choice paper (P1) in this session was 42 and the PASS RATE was 40.66%.

The following comments are designed to help centres and candidates in future examination preparation, and while examples of answers which would attract correct marks are given, there are, for some questions, other ways of answering which would also be awarded full marks.

### Question 1

The university drama group are to visit Salzburg in August 2018. They must complete unloading in Salzburg at 11.00hrs on Friday 3rd August.

- a) Using the information in the case study, produce a schedule for the outward journey to Salzburg, starting with the beginning of duty in Cambridge and ending with the completion of unloading in Salzburg.

**NOTES:**

Local times **MUST** be stated throughout.

The destination **MUST** be stated for all driving periods.

Tachograph symbols are **NOT** acceptable for the activity description.

Start and finish times **MUST** be given for all activities.

- b) Give the earliest time at which the drivers can begin duty for their unladen return journey.

The case study made it very clear that this was to be a double-manned journey, that there were to be no overnight stops and that the breakfast stop in Munich was to be for as long a period as possible. This information should have provided the clue for candidates that the overall journey time should be the maximum 21 hours and that working back from the stated 1100hrs time in Salzburg, the duty start time in Cambridge therefore had to be 1300hrs (local time).

Common errors were to forget the change to local time and in a surprising number of cases, to forget to pick up any passengers. As with all driver schedule questions, examiners stop marking at any point where a schedule becomes illegal, where an incorrect ferry/shuttle time is used or where passengers are not picked up.

An example of a correct schedule for part (a) is given below:

Start time	Finish time	Activity
1300	1330	Checks/Briefing
1330	1400	Load passengers
1400	1700	Drive to Cheriton OR Le Shuttle
1700	1720	Check-in
1720	1740	Embark Le Shuttle
1740	1820	Crossing OR Shuttle
1820	1920	Time change
1920	1930	Disembark
1930	0800	Drive to Munich
0800	0908	Breakfast
0908	1050	Drive to Salzburg
1050	1100	Unload in Salzburg

## Question 2

**George is planning Periodic Training for CIC's drivers and wants to ensure that this programme includes courses that are relevant and within the requirements of Directive 2003/59/EC, but do not duplicate the course content outlined in the case study.**

**Give EIGHT other subject areas which George should ensure are included in future Periodic Training courses.**

This question required candidates to READ THE QUESTION carefully and additionally, READ THE CASE STUDY.

Many candidates repeated subject areas which had already been covered, or listed areas which are not covered by the EC Directive. Examiners marked this question rather leniently, awarding marks for subject areas which are not specifically listed in Directive 2003/59/EC, but which could be said to be broadly relevant to listed areas.

The question asked for eight areas, but many candidates listed more than this. It is worth pointing out that where a question demands a specific number of responses, only this number will be marked. Further answers will not be awarded marks, even if correct.

## Question 3

**The University Drama Group has asked for a quotation now, for their proposed trip to Salzburg in August 2018.**

**Calculate the price to be charged to the drama group for the complete 3-day round trip, using a 48-seat touring coach.**

### NOTES:

You MUST show all of your workings and you MUST name each cost.  
You MUST give your answers to the nearest penny.

This was a typical, traditional costing question and proved to be relatively straightforward for the majority of candidates, although only 6% of candidates attained full marks. The common error was that candidates applied the mark ups to all costs, whereas the case study stated clearly that they should not be applied to the Le Shuttle cost. Candidates therefore gained marks for everything except the final total to be charged.

There were also a number of candidates who did not follow the instructions given in the question notes and did not show all workings, or name each cost.

An example of a correctly laid out answer to this question is given below.

Standing costs	3 days x £180.00	£540.00	1
Driver costs	3 days x 2 drivers x £120.00	£720.00	1
Total mileage		2632km	1
Fuel	2632 km / 4kpl = 658 litres @ £1.05 per litre OR 2632 km X (£1.05 per litre /4kpl)	£690.90	1 1
Tyres	8 tyres x £340 = £2720 £2720 / 68,000 km = £0.04 x 2632 km	£0.04/km £105.28	1 1
Maintenance	2632 km x £0.25	£658.00	1
<b>Total operating cost</b>		£2714.18	
Road tolls	Euros 205.00 each way x 2 = 410 @ £0.80	£328.00	1
<b>Total</b>		£3042.18	
	Plus Mark up @ 2%	£60.84	
		£3103.02	
	Plus Mark up @ 15%	£465.45	
		£3568.47	
	Plus Le Shuttle	£460.00	
<b>Quotation Total</b>		<b>£4028.47</b>	

#### Question 4

**Drivers Paul and Helen are to be made redundant on 30th June 2017.  
Calculate the minimum redundancy payment that must be paid to each of them.  
All existing drivers are paid a weekly wage of £450.00.**

#### NOTES:

You MUST show all of your workings.

This question required candidates to understand the method of calculating redundancy payments for different employees, depending upon their age and length of service. Many candidates calculated Paul's entitlement on the basis of one and a half week's pay for every year of his service, whereas, because of his age, he was in fact only entitled to one and a half week's pay per year of service for 15 years of service and the remaining 5 years of service at 1 week's pay per year.

The statistics show that only 19% of candidates correctly calculated both Paul and Helen's entitlement, although 72% correctly calculated Helen's.

The correct calculations are shown below:

Paul (56)	= 37 to 41 yrs of age = 5 weeks x1 week per year	= 5 weeks
	= 41 to 56 yrs of age = 15 weeks x 1.5 weeks per year	= 22.5 weeks
	<b>Total</b>	<b><u>27.5 weeks</u></b>
Total redundancy payment = 27.5 weeks @ £450.00 = <b><u>£12,375</u></b>		
Helen (38)	= 8 weeks x 1 = 8 weeks	
	<b>Total</b>	<b><u>8 weeks</u></b>
Total redundancy payment = 8 weeks @ £450.00 = <b><u>£ 3,600</u></b>		

### Question 5

**CIC currently carries out work that involves travelling to and from mainland Europe. George is concerned that the company's policy on clandestine entrants is not detailed enough.**

**Outline EIGHT instructions to be included in a new set of drivers' rules, which relate to minimising the possibility of carrying clandestine entrants on journeys returning to the UK.**

This question required candidates to think logically and use common sense in order to draft a number of instructions to drivers. Common errors were to detail procedures such as 'Provide scanners' or 'Use heat detecting scanners'. These are not the responsibility of a driver, but rather the operator or immigration officer. Many candidates failed to gain marks through not giving instructions, but rather just listing areas of the vehicle to check.

In this question, as in Q2, the command verb asked for 8 responses and as always, only the first 8 would have been marked. Any answers beyond the first 8, even if correct would not have gained a mark.

### Question 6

**With George's intention of operating a coach holiday programme, he is aware that CIC will have to purchase two new touring coaches.**

- a) **Outline ONE operator licence related application that CIC will have to submit before buying and operating these coaches.**
- b) **Give FIVE items of information, other than details of the holder of the operator licence, which will have to be given when completing this application.**
- c) **What level of financial standing must CIC currently demonstrate?**
- d) **What level of financial standing will CIC have to demonstrate in order to successfully complete the above application.**

This question showed the importance of reading the question correctly and giving the type of answer required.



Part a) required candidates to **OUTLINE** the operator licence related application required. Many candidates merely gave the answer PSV431 and thereby did not gain the mark. Even those who wrote 'apply for a variation' did not gain a mark, as this did not outline the action required, which was to:

*Apply for a variation to increase the number of vehicles authorised on the licence*

The Student and Tutor Guide, to which I have referred in most previous examiner reports, details and gives examples of the way in which to answer questions, depending on the specific command verb used.

Part b) was generally well answered, and it was clear that many candidates had a copy of PSV431 with them in the examination and were able to give the items of information without difficulty.

Parts c) and d) were also well answered, with candidates correctly calculating the required levels of financial standing. The correct calculations are shown below.

<b>1 x £7850.00 + 11 x £4350.00 = TOTAL £55,700.00 OR €64,000.00</b>
<b>1 x £7850.00 + 13 x £4350,00 = TOTAL £64,400.00 OR €74,000.00</b>

#### **Question 7**

**CIC currently holds all legally required insurance policies and public liability insurance. Mary is concerned that the company is exposed to possible claims and potential future costs and is considering other insurances which would offer financial protection.**

**Give FIVE insurance policies that CIC should purchase, and for each policy explain why it would be appropriate to its operations.**

In this question, 77% of candidates gained 5 or more of the available 10 marks. Those who had training notes with them, should have been able to identify the appropriate insurances without difficulty. Common errors included giving insurances already held, or giving answers like 'Green Card', which is not an insurance policy.

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