

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 September 2014

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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

The standard of answers in the P2 examination continues to improve. 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 as asked, think that they can gain marks by writing 'something'.

Previous Principal Examiner reports have referred to the Student and Tutor Guide, and in particular, the need for candidates to familiarise themselves with the different command words used in questions. The comments in this report, on certain individual questions make reference to these verbs yet again and as a general comment, I cannot stress strongly enough the need for candidates to read the guide. Valuable marks are being lost by candidates because they do not give "outlines" or "explanations" where the question specifically demands these. In many cases, candidates have simply presented a list, where more detail is demanded.

The guide also contains many useful hints and tips on examination technique.

Candidates should remember that the case study will always include all of the information necessary to fully answer every question within the paper. There will never be a requirement for candidates to make any assumptions.

The comments below are intended to help centres and candidates in future examination preparation.

Question 1

This question was generally well answered with most candidates gaining at least 50 - 75% of the marks available. Few, however, gained full marks and there were various reasons for this.

The common errors were either not reading the question carefully and costing with two drivers or not calculating a per passenger figure based on 31 passengers. A significant number of candidates failed to include the cost of either one or both hotels and of those who did include this cost, many had incorrectly calculated the Sterling amount from the Euro amount given. Some candidates had even failed to note that the amount given in the case study was in Euros.

A large number of candidates had ASSUMED that the question required them to calculate the price to be charged to passengers for the holiday and had ASSUMED a profit mark-up amount, which they added to the calculated cost. The case study made no reference to mark-up and the question simply asked candidates to calculate the COST per passenger. Those candidates who stated a price to be charged, based upon an assumed mark-up, were not awarded the final mark.

Candidates should further note that when the question states –"You must give your answers to the nearest penny", then rounding up or down to the nearest 10p is not acceptable and rounded answers will not gain the relevant mark.

An example of an answer which would have attracted full marks is shown below:

PRAGUE

Total Tour Mileage = 2538 km

Standing Costs	-	6 days @ £180	=	£1080.00
Driver Wages	-	6 days @ £95	=	£ 570.00
Driver overnight allowance	-	5 nights @ £20	=	£100.00
Ferry				£690.00
				<hr/>
				£2,440.00
Maintenance		2538 km @ £0.5 per km	=	£1,269.00
Tyres		2538 km @ £0.05 per km	=	£126.90
Fuel		2538 km @ 4 kpl = 634.5 litres		
		@ £1.20 per litre	=	£761.40
				<hr/>
				£4, 597.30
		÷ 31 passengers	=	£148. 30

PLUS

Cologne Hotel – 2 nights x €30 = €60 @ £.80 =	48.00
Prague Hotel – 3 nights x €40 = €120 @ £.80 =	96.00
	<hr/>

TOTAL COST £ 292.30 per passenger

There were many variations in the layout and in the way in which different costs were calculated but full marks were awarded as long as candidates had the correct final figure and had shown their workings and identified individual costs.

Question 2

This was a very straightforward scheduling question, requiring candidates to determine the arrival time at two different European destinations, using ALL of the relevant information given in the case study and that given in the question notes. The only fixed time given in the case study, was the ferry departure time and hence, candidates had to work back from this to determine a departure time from Guildford and work forward to determine an arrival time at each destination.

Some candidates built in an ASSUMED period of time for loading and unloading passengers, but the case study stated that average speeds took account of this time.

The case study specified that passengers must have 14 hours between arrival at and departure from the overnight stop hotels. Many candidates did not follow this instruction, but gave the driver a 14 hour rest.

A further instruction which was ignored by many candidates was given in the question notes, which stated that “Start and finish times MUST be given for all activities”. Those candidates who ignored this instruction, gained no marks for this question.

An example of an answer which would have attracted full marks is shown below.

a) **PRAGUE**

0815 – 0830	Vehicle checks
0830	Depart Guildford
0830 – 1015	Drive to Dover (1.75 hours)
1015 – 1030	Embark Ferry
1030 – 1200	Ferry (Break)
1200 – 1215	Disembark Ferry
1215 – 1315	Change to Local Time
1315 – 1730	Drive toward Cologne (4.25 hours)
1730 – 1815	Break
1815 – 1845	Drive to Cologne
1845	Arrive Cologne
0830 – 0845	Daily Checks
0845	Depart Cologne
0845 – 1315	Drive toward Prague
1315 – 1400	Break
1400 – 1706	Drive to Prague
1706	Arrive Prague

b) **MUNICH**

0815 – 0830	Vehicle checks
0830	Depart Guildford
0830 – 1015	Drive to Dover (1.75 hours)
1015 – 1030	Embark Ferry
1030 – 1200	Ferry (Break)
1200 – 1215	Disembark Ferry
1215 – 1315	Change to Local Time
1315 – 1730	Drive toward Metz (4.25 hours)
1730 – 1815	Break
1815 – 1900	Drive to Metz
1900	Arrive Metz
0845 – 0900	Daily Checks
0900	Depart Metz
0900 – 1330	Drive toward Munich
1330 – 1415	Break
1415 – 1521	Drive to Munich
1521	Arrive Munich

Those candidates who did not duplicate the Guildford to Calais section of the schedule were still able to achieve the full mark for the question.

Question 3

This question demonstrated more than any other, the importance of carefully following the instructions given within the question.

A large proportion of candidates did not “relate the information from the case study by detailing specific items that must be in the brochure”. Many simply copied a list of items from their notes, (Categories of transport, Destination, Location of hotels, Payment timings etc.) so that their answer did not relate to the case study.

As stated in the question notes, no marks were given for items which did not specifically relate to the Prague holiday or which were not taken from the case study.

The question demanded answers such as –

Prague 3 Star hotel
Cologne 2 Star hotel
Bonding by Trust Fund
25% deposit with booking
Balance to be paid 3 weeks before departure
Transport by coach and ferry
Can cancel with less than 25 passengers
Cancellation will be at least 4 weeks before departure.

Question 4

This question was well answered with the only common errors being in part (b) where candidates either suggested insurances which bore no relevance to the case study or just did not explain why the insurances which they stated were recommended.

Question 5

This question demonstrated yet again, that many candidates do not fully read the question. The question stem AND question (a) stated that Dynnergh Travel would need to obtain a new Operator Licence, yet many candidates answered part (a) with the requirements for a variation or a major change to Dynnergh’s existing licence.

In part (b) many candidates listed the criteria which a potential new operator must meet in order to obtain a licence, whereas the question asked for the UNDERTAKINGS which an applicant must accept when making an application.

Question 6

This question was well answered with only one common error, whereby many candidates, in part (d) listed items which a driver must carry on any journey, but the question asked for those items which a driver must carry on the Beer Festival holiday, which would not be required whilst driving in the UK.

Question 7

This question posed no problems and was answered well by almost all candidates.

The notional 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.

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In this case the pass mark was set at 32

The pass rate for this examination was: 57%

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