



OXFORD CAMBRIDGE AND RSA EXAMINATIONS

**LEVEL 3 CERTIFICATE OF PROFESSIONAL
COMPETENCE FOR TRANSPORT MANAGERS
(PASSENGER TRANSPORT)**

05678

**UNIT P2 CERTIFICATE OF PROFESSIONAL COMPETENCE
(PASSENGER TRANSPORT) CASE STUDY**

FRIDAY 12 SEPTEMBER 2014 1.00 PM – 3.15 PM TIME: 2 HOURS 15 MINUTES

CASE STUDY

Background

You are the General Manager at Dynergh Travel (DT), a well-established coach and tour operator based in Surrey. DT has three operating centres, all within the South Eastern Traffic Area, in Guildford, Dunsfold and Bisley.

DT holds a Standard International Operator Licence authorising 30 vehicles. All maintenance is currently undertaken in-house by DT's own workshops in the Guildford centre.

You are responsible for all company activities, including the coach operations, the workshops and the holiday programme.

Operations

Vehicles currently operated are:-

3 x 25-seat coaches
8 x 53-seat coaches
10 x 49-seat touring coaches

Financial and Operating Information

The fleet operating costs are all shown in £.

Costs	25-seat coach	53-seat coach	49-seat touring coach
Standing costs and overheads (per day) Including depreciation	90	170	180
Maintenance cost (per km)	0.45	0.50	0.50
Tyre cost (per km)	0.04	0.05	0.05
Driver wage (per day)	95	95	95
Driver overnight allowance (per night)	20	20	20
Fuel consumption km/l	6	4	4

All fuel is purchased at £1.20 per litre.

Company Policies and Procedures

Drivers are always scheduled for 15 minutes at the beginning of every working day to carry out vehicle checks.

Drivers are required to take all driving breaks as late as legally possible and for the shortest period allowed (except when taken on ferry crossings).

Drivers are paid at their normal daily rate for rest days when away from base.

New Business Opportunities

The directors of Dynnergh Travel wish to expand the existing coach holiday business and have asked you to research potential new destinations both in the UK and elsewhere in Europe. They have asked you to consider all the implications that an expanded tour programme might have for the business.

The directors have decided that customers will be required to pay a 25% deposit at time of booking, with the balance to be paid at least three weeks before tour departures. Bonding arrangements will be made by placing all customers' payments into an approved trust fund. Any holiday with fewer than 25 passenger bookings four weeks prior to departure must be cancelled at that time.

The luggage allowance will be 30 kg per passenger.

Your market research has indicated that Beer Festivals could prove to be popular within the holiday programme. You have identified Munich (Germany) and Prague (Czech Republic) as suitable destinations, and the directors have asked you to decide which one to include in this year's brochure.

Your proposed route plans are shown below

1. **Prague**

Day	Proposed route plan Prague	Distance (km)
1	Guildford Depot – Dover	157.5
	Calais – Cologne	427.5
2	Cologne – Prague	684
3	Free day in Prague	0
4	Free day in Prague	0
5	Prague – Cologne	684
6	Cologne – Calais	427.5
	Dover – Guildford	157.5

2. **Munich**

Day	Proposed route plan Munich	Distance (km)
1	Guildford Depot – Dover	157.5
	Calais – Metz	450
2	Metz – Munich	504
3	Free day in Munich	0
4	Free day in Munich	0
5	Munich – Metz	504
6	Metz – Calais	450
	Dover – Guildford	157.5

Further information for Prague and Munich holidays

All passengers join the coach at Guildford depot.

All holiday coaches must arrive at Dover ferry port in time to embark immediately on to the ferry to Calais which will depart at 1030hrs.

Ferry embarkation and disembarkation each take 15 minutes. This is counted as driving time.

Dover/Calais ferry crossing time is 90 minutes.

All en route overnight stops must give passengers 14 hours from time of arrival at hotel to time of departure from hotel.

Average speed throughout, accounting for time to load/unload passengers at all pickup /drop off points, is 90kph.

Return ferry fare for coach and all passengers is £690

Hotel costs (per person, per night)

Cologne 2* Hotel	€30
Metz 2* Hotel	€25
Prague 3* Hotel	€40
Munich 3* Hotel	€60

Coach drivers are accommodated free of charge at all hotels.

Exchange rate €1 = £0.80

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