

## **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 2016**

OCR (Oxford Cambridge and RSA) is a leading UK awarding body, providing a wide range of qualifications to meet the needs of candidates of all ages and abilities. OCR qualifications include AS/A Levels, Diplomas, GCSEs, Cambridge Nationals, Cambridge Technicals, Functional Skills, Key Skills, Entry Level qualifications, NVQs and vocational qualifications in areas such as IT, business, languages, teaching/training, administration and secretarial skills.

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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**

This examination requires candidates to carefully read a case study scenario and answer questions related to that scenario, using application of their own knowledge, information contained within any written materials which they have brought to the examination and, importantly, information contained within that scenario. Candidates will never be required 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 not based upon information given within the case study will be incorrect and hence, marks may be lost. For example, Question 3 in this examination required candidates to base answers on specific events which were listed, but some candidates answered on the basis of general requirements of operator licensing.

Previous Principal Examiner reports have repeatedly referred to the Student and Tutor Guide, and in particular, the need for candidates to familiarise themselves with the different command verbs used in questions. Again, I would advise tutors and candidates to familiarise themselves with the guide and take note of the sections which give valuable hints and tips on examination technique.

Candidates often ask about the importance of spelling and grammar and whether these are considered when papers are marked. This is a Level 3 examination and candidates are required to have a level of literacy and numeracy which enables them to read and understand a complex scenario and to make complex calculations. As long as the answers given are able to be read and understood by the examiner, then marks will be awarded. Answers which, by virtue of their layout or their wording, cannot be understood and interpreted, will not gain marks. Examiners do make every attempt to determine whether a candidate has given a correct answer and will award marks wherever possible. Candidates are advised to study previous Chief Examiner reports, where examples of good layout and presentation are given. Don't forget, if the examiner cannot read your answer, he cannot mark it!

The standard of answers in the P2 Case Study Paper continues to improve and there is again, evidence that centres are preparing candidates well for the examination. It is important however, to stress yet again, the importance of answering exactly what is being demanded in the question. Question 3 asked for four dates, many candidates however, did not give dates, but simply answered with time periods and thereby lost those four marks.

The comments and advice given for individual questions below, explains a number of the above errors 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 68.8%

The PASS MARK for the paper based multiple choice paper (P1) in this session was 39 and the PASS RATE was 52.3%

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

**OCR Transport Ltd is to undertake the journey to Turin, Italy as described in the Case Study, using the minimum number of drivers.**

**Drivers Liz and Sam, (based in Harlow) and Jon and Mia, (Based in Ashford) have all volunteered to drive on this journey, and are available. You must decide who will be required.**

**Prepare a drivers schedule for the outward journey to Turin, starting when the driver(s), start work at the Harlow operating centre and ending after the minimum daily rest period, to be taken immediately after unloading in Turin.**

#### **Notes:**

**You MUST show the destination for each driving period, and give the name(s) of driver(s) in the vehicle for each time period.**

**Local times MUST be stated throughout.**

For this question, candidates were required to determine how to schedule the available drivers in order to reach the destination and return within three days, while complying with both legal requirements and company policies.

Many candidates did not make use of the available drivers in Ashford and prepared a schedule using only the two Harlow based drivers which became illegal after 21 hours of duty. Others used a single driver from Harlow and picked up a second driver in Ashford, resulting in a schedule which became illegal after 15 hours, as the second driver did not join the coach within the required period of one hour.

A further common error, was to disregard the company policy requiring drivers to stop for a 30 minute passenger comfort break after each 4½ hour driving period.

Examiners continued marking of this schedule, even where this 30 minute break was not taken and adjusted later times. Marking stopped only if the schedule became illegal, for example after 15 hours duty on a single manned schedule or after 21 hours duty on a double manned schedule.

A few candidates did not follow the instruction to state local times throughout, in this case no mark was awarded for the line where the time change should have occurred and no mark was awarded for the final line.

Other instructions contained within the notes required candidates to always state the destination for each driving period and to name the driver(s) in the vehicle for each time period. Any lines where these instructions were not followed, did not attract a mark.

A schedule which would have gained full marks is shown below.

Start Time	Finish Time	Activity Description	Drivers names
7000	0715	Start checks OR Other work	Liz OR Sam
0715	0915	Drive to Ashford	Liz OR Sam
0915	0930	2 new drivers start, checks	Jon &/OR Mia
0930	1000	Drive to Folkestone	Jon & Mia
1000	1045 OR 1145	Le Shuttle crossing	Any OR None
1145	1615	Drive to Turin	Jon & Mia
1615	1645	Break OR POA OR Stop OR Rest	Jon & Mia OR None
1645	2115	Drive to Turin	Jon & Mia
2115	2145	Break OR POA OR Stop OR Rest	Jon and Mia OR None
2145	0215	Drive to Turin	Jon & mia
0215	0245	Break OR POA OR Stop OR Rest	Jon & Mia OR None
0245	0515	Drive to Turin	Jon & Mia
0515	0545	Arrive Turin, Unload OR Other work	Jon &/OR Mia
0545	1445	Daily Rest	Jon & Mia OR None

## Question 2

**RSA Transport has offered £4,500 to OCR Transport Ltd, to carry out the journey from Ashford to Turin and return. You must work out whether it will be profitable for OCR Transport Ltd to accept this subcontracted work.**

**Use the information provided in the Case Study to calculate the total cost to OCR Transport Ltd of the round trip journey.**

### Notes:

**You MUST show ALL of your workings.**

**You MUST name each cost and give your answers to the nearest penny.**

Question 2 was a typical, straightforward costing question and most candidates gained at least 9 of the available marks.

Many failed to achieve the full 12 marks as a result of miscalculating the total drivers' wages figure. The total round trip journey required 8 paid driver days in order for the coach to be returned to the Harlow operating centre, as demanded in the case study and in view of the financial information given in the case study.

The only other common error in this question, was the use of an incorrect total round trip mileage, when calculating running costs

There were a number of ways of correctly calculating the total cost, but a typical example of a correct answer is given below.

Depreciation	$£15,000 / 240 = £62.50 \times 3 = £187.50$
Other standing costs	$£24,000 / 240 = £100 \times 3 = £300.00$
Driver wages	$£125.00 \times 8$ $£1,000$
Distance	2530 km
Fuel calculation OR	$2530 / 4\text{kpl} = 632.5 \text{ litres} \times £1.20 = £759.00$ OR $2,530 \times (£1.20 / 4\text{kpl}) = £759.00$
Maintenance	$2530 \times £0.28 = £708.40$
Tyres	$2530 \times £0.04 = £101.20$
Expense Allowance	$€40 \times 2 = €80 \times 2 = €160 \times 0.8 = £128.00$
Le Shuttle fare & Tolls	£600.00
Total Cost	£3,784.10

Costing questions of this type are awarded marks for each stage of the calculation, and thereby, if a candidate has arrived at an incorrect final figure, it is still possible that they may achieve a number of marks for each correct stage of the calculation. These marks can only be awarded however, if the workings are shown and the costs are itemised. The notes state clearly that all workings must be shown. This instruction is given as a reminder to candidates, so that maximum possible marks may be gained.

### Question 3

**The Case Study describes a number of current and future events and circumstances. For some of these, OCR Transport Ltd MUST notify, or make application to, the Traffic Commissioner.**

**Outline FOUR events or circumstances described in the Case Study which require OCR Transport Ltd to notify, or make application to, the Traffic Commissioner.**

**For each event or circumstance outlined, identify ONE document that must be submitted and give the latest submission date for that notification or that application.**

This question required candidates to determine those events which do or do not require notification or application to the Traffic Commissioner. Most, correctly identified those events which require an action by the operator, and most correctly identified one of the documents to be submitted. Few however, gave the latest date for submission, some gave incorrect dates, but most candidates gave no date at all, simply a time period, eg 28 days.

This is a good example of those situations where candidates do not answer the question asked. Where a date is asked for, a date must be given.

### Question 4

**As a result of two prohibition notices being issued recently, OCR Transport Ltd is currently rated 'amber' under the Operator Compliance Risk Score (OCRS) system. You are determined to ensure that this rating does not get worse, and you intend to make changes that will help the company's score return to 'green'.**

**As the first action, you have decided to address the drivers' daily walkround checks. You have already bought new personal protective equipment for the drivers to use.**

**Give NINE additional facilities or resources that OCR Transport Ltd should provide for its drivers, to help them carry out walkround checks effectively**

Case study examinations generally contain at least one question which will require candidates to use their general knowledge combined with imagination, and to think logically about an answer. The answers to such questions will not normally be found in training notes or in other publications and there will invariably be many possible correct answers.

This question required candidates to either draw on personal experience or to think objectively about what an operator could do to assist drivers in completing an effective walkround check. Training notes and DVSA publications both list those items which should be checked daily but the question required a candidate to think about how best to carry out that check and then give a list of resources which the operator should provide to ensure that the driver can complete the check effectively.

Most candidates answered well and gave a number of appropriate resources and facilities. Many however, wrote in detail about supervising and checking of drivers. This does not answer the question, as these do not 'help them carry out walkround checks effectively'. A number of candidates listed the facilities which should be available in a workshop, as described in the DVSA Guide to Maintaining Roadworthiness. These are not appropriate however, as such things as beamsetting equipment, emission testers and brake test equipment are not required for an effective walkround check. Those resources did not attract any marks.



**Question 5**

Keith Milliner is joining OCR Transport Ltd as Director of Marketing on 21 June 2016. He has asked you about the marketing data that might be available to him in his work.

You have identified the following four sources of data for Keith:  
For EACH of these four data sources, state whether it provides primary or secondary marketing data.

- (a) Results from a customer questionnaire about future demand, completed in May 2016.
- (b) OCR's customer database.
- (c) OCR's accounting system.
- (d) OCR sales team reports on responses to the volume discount offered in April 2016.

Question 5 was a straightforward test of whether candidates were able to identify primary and secondary marketing data.

Correct answers are shown below

(a)	<b>Primary</b> data
(b)	<b>Secondary</b> data
(c)	<b>Secondary</b> data
(d)	<b>Secondary</b> data

**Question 6**

OCR Transport Ltd has finalised its annual report and accounts for the year ended 31st May 2016.

Use the information provided in the Case Study to calculate the financial indicators below:

**Notes:**

You **MUST** show **ALL** of your workings.  
Only answers given to **TWO** decimal places will be accepted, always rounded up.

- (a) Calculate OCR's Working Capital Ratio at 31st May 2016.
- (b) Calculate OCR's Quick Ratio (Acid Test) at 31st May 2016.
- (c) Calculate OCR's Return on Capital Employed for the year ended 31st May 2016.

This question examined the candidate's knowledge of financial management and in particular, their ability to apply their knowledge of specific financial indicators. Knowledge of liquidity ratios and financial return were tested using the three calculations above.

The notes to the question were very specific and hence, marks were only awarded to those answers which followed exactly, the instructions given. ie. answers must have been given to two decimal places, always rounded up. (The only exception to that was in part b, where the answer, rounded up was 2.80 and 2.8 was accepted.)

Furthermore, marks were only given for answers in a) and b) if expressed as a ratio. A single figure did not attract a mark.

Correct answers are shown below.

(a)	$\pounds 1,103,300$ $\div \pounds 379,200$ $= 2.91 : 1$
(b)	$\pounds 1,103,300 - \pounds 41,600$ OR $\pounds 1,061,700$ $\div \pounds 379,200$ $= 2.8 : 1$
(c)	$\pounds 1,005,450$ $\div \pounds 5,220,350$ $= 19.26\%$ OR $19.27\%$

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