



Oxford Cambridge and RSA

**Level 3 Certificate of Professional  
Competence for Transport Managers  
(Passenger Transport) Unit P2 Case Study**

**05678**

**Friday 16 June 2017**

**1.00 PM – 3.15 PM**

Time Allowed: 2 hours 15 minutes

**Case Study**

This document consists of 8 pages. Any blank pages are indicated.

## Company Profile

**Name:** Cambridge International Coaches Ltd (CIC)

**Location:** Cambridge – out of town on a freehold site, alongside the River Cam.

(East of England Traffic Area).

**Licence Held:** Standard International operator licence authorising 12 vehicles.

Current OCRS - Green

### **Company Directors:**

Bill - Managing Director

Mary - Company Secretary

Fred - Financial Director

George - Operations Director - (CPC Holder)

### **Managers:**

Carol - Transport Manager - (CPC Holder)

Bert - Workshop Manager

Arthur - Office Manager

<b>Drivers (full-time)</b>	<b>Age</b>	<b>Complete years service as at 30 June 2017</b>
Jack	61	29
Jill	32	2
Henry	49	4
Matthew	34	1
John	26	1
Peter	29	1
Paul	56	20
Helen	38	8

**Other Staff:** 3 workshop and 2 office staff.

**Maintenance:** Carried out in-house.

**Insurances Currently Held:**

Employers Liability

Public Liability

Third Party Motor Insurance

**Vehicles owned and operated:**

2 x 40-seat single deck bus

6 x 52-seat coach

2 x 48-seat touring coach

2 x 24-seat coach

Company Policies

All drivers are scheduled a total of 30 minutes after every rest period for briefings and/or vehicle walkround checks.

Drivers must always take breaks as late as legally possible and for the shortest possible time.

When preparing quotations and tenders for work to be done more than 6 months in the future, a contingency markup of 2% must be added to all costs except ferry and Le Shuttle charges.

When preparing quotations and tenders, a profit markup of 15% is added to all costs except ferry and Le Shuttle charges.

Fleet Costing Information

	<b>24-seat coach</b>	<b>48-seat coach</b>	<b>52-seat coach</b>	<b>40-seat bus</b>
Number of tyres	6	8	6	6
Cost per tyre (£)	180.00	340.00	340.00	310.00
Expected tyre life (km)	70,000	68,000	68,000	62,000
Standing cost per day including depreciation (£)	85.00	180.00	170.00	120.00
Driver cost per day including allowances (£)	100.00	120.00	120.00	100.00
Fuel consumption (kpl)	10.5	4.0	4.5	5.0
Maintenance cost per km (£)	0.15	0.25	0.20	0.20

All fuel is purchased at £1.05 per litre .

Exchange rate €1.00 = £0.80.

## Customers

### University Drama Group

CIC has provided coach travel for the University Drama Group for a number of years. Every year, the group performs at an international festival somewhere in Europe.

In August 2018 they are to perform at the Salzburg Festival. The group wish to travel from Cambridge to Salzburg (Austria) with no overnight stops. They will join the coach at CIC's depot, where loading will take 30 minutes.

The outward journey will be via Munich (Germany), where the group will stop for breakfast. This stop must be for as long a time as possible, before continuing the journey to Salzburg. Unloading in Salzburg must be completed at 11.00hrs (local time) and will take 10 minutes, with both drivers assisting.

CIC's coach will return unladen to Cambridge as soon as legally possible after unloading in Salzburg. The coach's return route will be the outward route reversed. Members of the drama group will remain in Salzburg for four weeks, after which time they will disperse and make individual travel arrangements.

#### Salzburg trip information

Distances:

Cambridge Depot to Le Shuttle, Cheriton - 180km, average speed 60kph.

Le Shuttle, Coquelles to Munich - 1,000km, average speed 80kph.

Munich to Salzburg - 136km, average speed 80kph.

Average speeds throughout the journey take account of time for boarding and alighting at intermediate points, and for driver changeovers.

Channel Crossings:

Le Shuttle departures are at 10 and 40 minutes past every hour.

Check-in at Le Shuttle takes 20 minutes.

Loading onto Le Shuttle takes 20 minutes.

Le Shuttle - crossing time is 40 minutes.

Unloading from Le Shuttle takes 10 minutes.

The total cost for Le Shuttle is £460, to include both the outward and return journeys.

Road tolls: €205 each way.

Drivers are accommodated in Salzburg by the Festival organisers, free of charge.

**Local Authority**

A school contract which CIC operates for the local authority will not continue after the summer break and the two drivers who currently operate the service are to be made redundant. They are Paul and Helen.

**Driver CPC**

CIC's drivers have all completed a 7-hour Periodic Training course entitled 'Safe and Fuel Efficient Driving'. This course included both theoretical and practical modules covering driving technique, particularly in relation to fuel economy, safety and passenger comfort.

**In House Work**

CIC currently operates a number of day excursions. Bill has decided to add a British and European coach holiday programme. He knows that the company will require additional vehicles in order to offer the holidays.

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