

OXFORD CAMBRIDGE AND RSA EXAMINATIONS

**LEVEL 3 CERTIFICATES OF PROFESSIONAL
COMPETENCE**

05609

**UNIT 5 MANAGING NATIONAL ROAD PASSENGER TRANSPORT
OPERATIONS**

FRIDAY 5 DECEMBER 2008

12.45 PM – 2.45 PM

TIME: 2 HOURS

INSTRUCTIONS TO CANDIDATES

Fill in all the boxes below. Use **BLOCK LETTERS**

CENTRE DETAILS

CENTRE NUMBER	CENTRE NAME

COMPUTER

Z	0	8	0	5	6	0	9
---	---	---	---	---	---	---	---

Northern Ireland, please tick this box

CANDIDATE DETAILS

SURNAME or FAMILY NAME	FIRST NAME	INITIALS OF OTHER FORENAMES	CENTRE CANDIDATE NUMBER

Do not open this booklet until told to do so by the Invigilator.

Answer **ALL** questions.

Write your answers in the spaces provided on the question paper. If you need any extra space to continue your answers, additional paper is provided at the back of this booklet (pages 10 - 13). Ask the Invigilator if you need further additional sheets of paper. If you need to use additional paper, the question number must be inserted beside each answer.

Do **all** calculations and rough work in this booklet. Cross out any work you do not wish to have marked.

INFORMATION FOR CANDIDATES

The number of marks is given in brackets at the end of each question or part question.

You may use diagrams wherever they will help to answer a question.

You may use a non-programmable calculator.

You may use a dictionary.

For candidates taking the examination in Northern Ireland, the appropriate term is marked in brackets. This should be ignored by all other candidates.

FOR EXAMINERS' USE ONLY			
1		5	
2		6	
3		7	
4		8	
TOTAL =			

QCA Accreditation Number: Y/103/3077

E043 0812

- 5 Draw up an organisation chart for RSA to include both the current personnel and the personnel to be recruited. Clearly show all lines of reporting.

(9 marks)

THIS PAGE HAS BEEN LEFT INTENTIONALLY BLANK

THIS PAGE HAS BEEN LEFT INTENTIONALLY BLANK