

**OXFORD CAMBRIDGE AND RSA EXAMINATIONS**

**LEVEL 3 CERTIFICATES OF PROFESSIONAL  
 COMPETENCE**

**05609**

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

**FRIDAY 6 MARCH 2009**

**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

3	0	9	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 13 - 15). 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.

<b>FOR EXAMINERS' USE ONLY</b>			
<b>1</b>		<b>5</b>	
<b>2</b>		<b>6</b>	
<b>3</b>		<b>7</b>	
<b>4</b>		<b>8</b>	
<b>TOTAL =</b>			

QCA Accreditation Number: Y/103/3077

**E042 0903**

**This document consists of 15 printed pages and 1 blank page**





3 You have been given the task of ensuring that OCR Travel continues to comply with the Operator Licensing requirements.

a) Identify from the scenario **TWO** items that require action immediately on your part. Explain what you must do in respect of each item in order to satisfy the Operator Licence requirements.

---

---

---

---

---

---

---

---

---

---

**(4 marks)**







- b) Make suggestions to the Finance and Administration Manager as to how the projected outcome could be improved.

---

---

---

---

**(2 marks)**





- c) identify **THREE** items of information which must be included in the written terms and conditions of the contract with each client.

---

---

---

---

---

---

---

**(3 marks)**







