

**OXFORD CAMBRIDGE AND RSA EXAMINATIONS**

**LEVEL 3 CERTIFICATES OF PROFESSIONAL  
 COMPETENCE**

**05609**

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

**FRIDAY 5 JUNE 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

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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 11 - 14). 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

**E043 0906**

**This document consists of 14 printed pages and 2 blank pages**









**SECTION B**

- 5 The Engineering Manager has spoken to you expressing concerns that too many people are giving her instructions and as there is no organisation chart, she is unsure who has the authority over her. You have concluded that this problem is one that affects other staff too. Produce an organisation chart for OCR Transport Ltd, showing clear reporting lines for all staff.

**(13 marks)**



7 Susan Walker has asked you to provide her with a report setting out the ways in which OCR Transport Ltd could meet the desires of the local authorities with regard to environmental issues.

a) If OCR Transport Ltd purchases new buses, what features of these vehicles will offer environmental benefits?

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**(4 marks)**

b) What operational practices could OCR Transport Ltd introduce to reduce the environmental impact of the company's bus service operations in the city.

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**(5 marks)**



- b) Explain the impact on the vehicle requirement if the day of departure of the tour to the North Pennines and Dales were to be changed from Saturday to Friday.

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**(2 marks)**









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