

**Certificate of Professional Competence - Managing
 National Road Haulage Transport Operations - Unit 5
 (05609) March 2009**

N.B. The substance of this report will be published by OCR (please follow guidance given in 'Instructions for Examiners').

General report and review of paper – overall impression of candidates' performance and comments on those parts generally well done or poorly done; any additional comments on accuracy, spelling, layout, expression etc. would be useful.

Following the general report please provide more detailed comments on the quality and accuracy of the candidates' answers against each qualification.

The standard of scripts submitted was not high and suggested evidence of candidates not being well-prepared for sitting the examination.

The pre-release of the scenario should enable candidates to establish in their mind a 'picture' of the business about which they are going to be asked questions. Candidates should analyse this business to see what work is being undertaken, what work is on offer and what problems may exist, in order that they are prepared to answer questions on the whole range of topics covered.

There is a sense in some cases, candidates are being taught to answer specific questions, rather than the topic. The consequence is that candidates give an answer to a question for which they have prepared, rather than the one that is in the question paper.

Question number:	1
<p>You have been asked to prepare a tender for contract F90, for submission to the local authority. A full-time driver will be used and the tender will be based on the assumption that 60% of his time will be spent on the contract. All relevant standing and overhead costs will be allocated to this contract.</p> <p>The local authority requires the tender to be submitted on a price per day basis. Calculate the figure to be quoted in the tender. Show all your workings.</p>	
Assessment objective reference:	

This was a straightforward costing question. The vast majority of candidates selected the correct costs and worked out the total distance per day. Unfortunately, several of these candidates failed to take account of the information in the question that only 60% of the driver's time would be spent on this contract. Other reasons for not achieving maximum marks included candidates working out an annual figure, and failing to include a profit margin. In general though, candidates did reasonably well.

Question number:	2
When the partners purchased the new depot site, they did so with a view to bringing maintenance in house and therefore terminating the current arrangement. It is clear that they have not given sufficient consideration to the arrangements required to satisfy the Traffic Commissioner. Write a memorandum to the partners advising them of the equipment and facilities required.	
Assessment objective reference:	

A question on this subject has appeared in many papers and most candidates identified the equipment and facilities required in the new depot, so obtaining good marks. A few candidates wrote about inspection sheets, vehicle records, etc which did not fulfil the requirements of the question. Examples being sought included: Adequate lighting; Tools and equipment appropriate for size of fleet; Access to brake testing equipment; A safe working environment.

Question number:	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	
(b) Identify from the scenario FOUR items that may require action on your part in the future. Explain what you must do in respect of each item in order to satisfy the Operator Licence requirements.	
Assessment objective reference:	

The question started off by very clearly stating that the candidate must write about Operator Licensing. Some candidates included all sorts of things that the Transport Manager might have to do, such as check driver licences, or recruit drivers, none of which were specific things in the scenario relating to Operator Licensing.

A high proportion of candidates scored maximum marks in part (a) by referring to the change of transport manager, the conviction of Pauline Baxter or relocation of the operating centre. Part (b) was less well answered, but candidates who referred to the new maintenance arrangements, expansion of the fleet, the criteria that would have to be satisfied (only financial standing and ability to maintain additional vehicles) etc. were awarded marks.

Question number:	4
OCR Travel has been awarded contract F90. Write a set of instructions to explain to the drivers the requirements of the drivers' hours regulations when operating this contract. The drivers will drive on other operations to which the same set of drivers' hours rules will apply.	
Assessment objective reference:	

The majority of candidates correctly identified that contract F90 would be operated under Regulation EC516/2006, although a disappointingly high proportion – around 30% - thought it would be operated under domestic drivers' hours rules.

Those who did select EC 516/2006 generally obtained high marks and it is pleasing to see that candidates have a good knowledge of the hours regulations. Candidates should though consider the context of the question in relation to the operation being described. In this

instance, a few candidates included double manning and the rest periods that would apply if the coach was to use a ferry or train, which clearly would not be involved in a school contract in Lincolnshire.

Question number:	5
The Finance and Administration Manager has asked you to look at the projected budget for the year and to advise him how the financial position can be improved.	
a) Draft a report to the Finance and Administration Manager commenting, both on a quarterly and on an annual basis, how the projected figures compare to the mark-up required by the partners	
b) Make suggestions to the Finance and Administration Manager as to how the projected outcome could be improved	
Assessment objective reference:	

This question was very poorly answered, even though there have been two similar questions in past papers. Some candidates simply failed to attempt the question, with a large group simply repeating the table shown in the scenario. The key words in the question were to **comment** on how the projected figures compared to the required mark up. Very few candidates did this and consequently marks were low. The examiners were looking for answers that indicated the quarter by quarter performance and a comment on whether this met the required mark-up. In part (b), candidates could easily have obtained marks by simply giving an example of reducing costs and increasing revenue but few did so.

Question number:	6
Assuming OCR Travel is awarded the tender for the service between Louth and Mablethorpe, draw up a daily schedule for the vehicle to be used. The schedule should include all the work done by the vehicle on that day and should make best use of the available resources.	
Assessment objective reference:	

In terms of completion, this question was nearly as poorly answered as Question 5. However the fact that some candidates produced the perfect answer shows that those who knew the subject could gain maximum marks.

A candidate who had read the scenario in advance should have noticed that the 32 seat bus was fully committed during the day, as were two of the 45 seat buses. They should have picked up that another 45 seat bus was used on Service 7 at peak times only and was therefore available to operate the new off-peak contract. The question asked for a **vehicle** schedule for the day – in other words show all the work for the vehicle that was to be used. There was no requirement to show what a driver might do (and there was insufficient information the scenario for anyone to have answered such a question). The candidates who gained maximum marks set out a vehicle schedule, starting with the morning peak extra service to Grimsby and back, then the off-peak Mablethorpe service, finishing with the afternoon peak extra service to Grimsby and back. This would, as required in the question, make best use of available resources.

Question number:	7
In relation to the proposed extended tours:	
a) advise the partners of TWO means by which they can meet the requirement to protect the money of clients. b) indicate EIGHT pieces of information required to comply with the Package Tour Regulations, in addition to that which your predecessor had prepared. c) identify THREE items of information which must be included in the written terms and conditions of the contract with each client	
Assessment objective reference:	

The Package Travel Regulations frequently feature in the scenario and it would therefore be expected that candidates would be ready for a question on this topic. This would appear to be the case for in general the question was answered well.

Nearly every candidate obtained maximum marks in part (a). Part (b) was slightly less well done, partly because it would appear some candidates simply wrote all they knew about the Regulations, rather than applying the information in the scenario. Candidates who included the destination (in the scenario) or passport requirements (these are UK tours provided by a UK based operator), did not receive marks for those answers. Examples sought included: Price of tour; classification of the hotels; details of deposit required. Part (c) was not very well answered, with few candidates appearing to know what the Regulations require to be in the conditions of contract. Examples of answers the examiner was looking for included: Name and address of the packager; any special arrangements agreed between packager and client; period during which the client must make any complaint.

Question number:	8
The partners have asked you to update the records relating to the three executive coach drivers' licences.	
a) Draw up a table showing the full details of each driver, together with the date from which their current Category D entitlement is valid, when each must next renew their Category D entitlement and the latest date by which they must have completed the driver CPC requirements. b) Identify what each driver must do in order to satisfy the driver CPC requirements and when the certificate will be issued	
Assessment objective reference:	

There were some very good answers to this question.

Part (a) was usually done well, with the main problem being that candidates did not know the latest date by which each driver must have completed the CPC requirements. Although the Regulations name a specific date (as it would apply to these three drivers), some latitude was allowed for candidates who simply wrote September or August 2013. Part (b) fared less well, for although most were aware of the 35 hour requirement, few mentioned the seven hour blocks, or when a certificate would be issued.