



OXFORD CAMBRIDGE AND RSA EXAMINATIONS

**LEVEL 3 CERTIFICATES OF PROFESSIONAL
COMPETENCE**

05609

UNIT 5 MANAGING NATIONAL ROAD PASSENGER TRANSPORT OPERATIONS

FRIDAY 2 DECEMBER 2011

12.45 PM – 2.45 PM

TIME: 2 HOURS

SCENARIO

Ofqual Qualification Reference Number: Y/103/3077

E042 1112

This document consists of 5 printed pages and 3 blank pages

Background

You are a businessman who has been actively engaged in the Passenger Transport Industry for a number of years, holding a National Certificate of Professional Competence for Passenger Transport Operations. Seven months ago you purchased a local transport business (Bennetts) which was operated by Mark Bennett. You purchased all of the assets including a depot and offices. You are trading as a sole trader under the name of OCR Passenger Services (OPS).

You have a Standard National Operator Licence with authorisation for 18 vehicles. The business operations include NHS, school and local day nursery contracts, day trips for the elderly, services to care homes in the local community and coach tours. The business has continued with the contracts previously operated by Bennetts and intends to expand into specialist private hire work for athletic, rugby and football clubs and add a number of local bus services (Stage Carriage Service for Northern Ireland).

Vehicle maintenance is currently outsourced to a local garage. There is a large unused building in your yard that could be used to undertake this task.

EXISTING STAFF

Administration Manager (responsible for package tours)
 Driver's Schedule Co-ordinator
 Finance Clerk
 Finance Manager
 Nominated Transport Manager (CPC holder)
 Proprietor (you)
 Transport Clerk/Secretary
 Vehicle Cleaner
 2 Admin Clerks
 6 Drivers employed on a casual basis
 15 Full-time Drivers

VEHICLES

2 x 16-seat mini buses (first registered January 2004). DDA compliant, aimed specifically at providing occasional services for the disabled.

3 x 35-seat midi coaches (first registered June 2009) used on occasional services.

8 x 49-seat executive coaches (first registered 2008) used for tours and excursions. Fitted with wheelchair lifts, removable seats, toilets, galleys and reclining seats.

4 x 57-seat coaches (first registered 2005) used for school contracts and shuttle work exceeding 50km.

VEHICLES TO ACQUIRE

Double decker buses (with 70 seats) to be used on proposed regular local services with a maximum journey length of 45km.

RECENT VOSA REPORT

Drivers' hours infringements were highlighted with some 30 violations regarding breaks and daily and weekly rest. Tachograph analysis also revealed speeding to be a common problem with some drivers having 40 entries recorded by their tachographs showing excessive speed.

Three drivers had been found to be using different cards in their tachograph; it has been a common misconception that if they mislay their own card they can use a company card. The VOSA officer discovered that drivers receiving replacement cards from the DVLA had not returned any mislaid cards subsequently found.

Drivers checked their vehicles if they had time during the day and if any problems were identified then a defect sheet was handed to the Transport Manager at the end of the week. The defect sheets were disposed of after 12 months.

Maintenance records were kept in cardboard boxes in the transport office. When asked by the VOSA officer to produce a safety inspection record for a particular vehicle, it took the manager two hours to find it. Some Preventative Maintenance Inspection (PMI) sheets were missing although inspections were pre-planned for at least three months in advance.

OTHER INFORMATION

The depot has experienced break ins and one arson attempt and there has been suspected malpractice by drivers who handle money. Additionally there have been a few instances where passengers have been injured whilst loading their suitcases on the tour coaches.

Your Transport Manager has noticed that the amount of fuel contained in your on-site storage tank has, on the last three occasions that it has been checked, been less than indicated by your records. The Transport Manager has been told by the Vehicle Cleaner, in confidence, that one of drivers has been seen filling cans from the tank which the driver has then taken away in his private car. The Transport Manager has spoken to the driver concerned about the issue but the driver has denied that he took the fuel. Yesterday one of the coach drivers was convicted for assaulting a man who had become unruly whilst travelling on a coach returning from a night club.

MANAGEMENT DECISIONS

You have, as of today, decided to:

- Terminate the agreement with your maintenance provider.
- Give your Transport Manager four week's notice.
- Purchase and install the necessary equipment to undertake vehicle maintenance 'in house'.
- Recruit a Workshop Manager and two fitters.
- Purchase the vehicles required to operate the proposed bus services.
- Take on the role of Nominated Transport Manager for a temporary period of time.
- Ask the driver scheduler to undertake a risk assessment of the depot.
- Request an audit of the operating costs for each vehicle in the fleet.

PROPOSED LOCAL SERVICE DETAILS

All times are in minutes.

Service	Journey Details	Single journey time	Headway	Stand time after each journey
Service 1	Depot to Park Grove	25	30	5
Service 2	Depot to Peel Street	20	60	6
Service 3	Depot to Guildhall	50	20	5

Each of the services will operate from a new depot located 10km from the current depot, daily Monday to Saturday for 16 hours. There is no Sunday service. Drivers on this contract have opted out of the Working Time Regulations.

CURRENT CONTRACTS

CONTRACT 1 (HOCKEY CLUB)

A local hockey club have asked for one trip per month to a specialist training ground where they will receive coaching from an 'All England training team'. This involves a round trip distance of 617.5 km from the pickup point. They have asked for some flexibility on numbers, but would anticipate a minimum of 40 persons on each occasion rising to a maximum of 50 persons.

The pick up point is located 15 minutes' drive from the depot. The driver will spend 15 minutes at the depot preparing the vehicle before departure and 15 minutes on return to the depot completing paperwork.

The club has asked that its members arrive at the ground no later than 1000 hrs and depart on the same day at 1300 hrs. Considering the journey time, the loading and unloading of passengers and road conditions, the average coach speed for this contract is expected to be 65 km/hr

CONTRACT 2 (SCOTTISH TOURS)

Provided to a tour operator under their conditions.

Edinburgh Tattoo – Itinerary (Departs Saturdays)

- Day 1 - Depot to Blackpool (overnight stop) 455 km
- Day 2 - Blackpool to Gretna Green (coffee stop) 195 km
Gretna Green to Edinburgh 130 km
- Day 3 - Free day Edinburgh
- Day 4 - Free day Edinburgh
- Day 5 - Edinburgh to Depot 650 km

Highlands, Lochs and the Jacobite - Itinerary (Departs Wednesdays)

- Day 1 - Depot to Blackpool (overnight stop) 455 km
 Day 2 - Blackpool to Gretna Green (coffee stop) 195 km
 Gretna Green to Ballachulish (overnight stop) 280 km
 Day 3 - Free day
 Day 4 - Ballachulish to Inverness 120 km
 Jacobite steam train trip (overnight stop)
 Day 5 - Inverness to Fort William (excursion) 100 km
 Day 6 - Inverness to Kendal (overnight stop) 520 km
 Day 7 - Kendal to depot 487.5 km

Note: Departures for both tours take place from the depot. The driver spends 30 minutes checking the vehicle and completing paperwork on each day on which she drives.

Vehicles for both tours average 65 km/hr throughout and bookings are limited to 45 persons per vehicle.

OPERATIONAL COSTING INFORMATION

(All costs are per vehicle)

	16 seat minibuses	35 seat midi coaches	70 seat buses	49 seat coaches	57 seat coaches
Purchase price (new)	£35,000	£68,000	£180,000	£280,000	£220,000
Residual value (after 5 years)	£12,000	£18,000	£40,000	£120,000	£85,000
Tyres (per set)	£480	£720	£940	£1,000	£1,000
Depreciation method	Straight line	Reducing balance @ 20% pa	Reducing balance @ 20% pa	Straight line	Straight line
Driver costs per day inc NI	£75	£75	£75	£75	£75 for full time drivers £40 for Part time drivers
Driver overnight allowance	£40	N/A	N/A	£40	£40
Standing costs per day	£80	£110	£120	£120	£120
Overhead costs per day	£40	£50	£50	£40	£40
Maintenance costs per km	30p	60p	65p	40p	35p
Tyre costs per km	4.5p	6p	6p	6p	6p
Fuel cost per litre	140p	140p	140p	140p	140p
Km per litre	5	5	4	4.5	4.5

A mark up of 15% on costs is applied to all work.

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