



**OXFORD CAMBRIDGE AND RSA EXAMINATIONS**

**LEVEL 3 CERTIFICATES OF PROFESSIONAL  
COMPETENCE**

**05609**

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

**FRIDAY 3 JUNE 2011**

**12.45 PM – 2.45 PM**

**TIME: 2 HOURS**

**SCENARIO**

Ofqual Qualification Reference Number: Y/103/3077

**E042 1106**

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## **BACKGROUND INFORMATION**

You are the newly appointed designated transport manager of a passenger transport business called RSA Traction, based in Luton. The business holds a Standard National Operators Licence which authorises 18 vehicles, but the proprietor Jim Swain wishes to open another depot in Bangor (North Wales) from which a further five vehicles will be operated, four of which will be PSVs. This depot will serve the local tourist industry utilising single deck (35-seat) and open top (70-seat) double-deck buses. A site has been purchased in Bangor that includes an office and parking for up to seven large passenger vehicles. In order to maintain operational flexibility it is expected that some of the existing fleet of vehicles from Luton will periodically operate from Bangor and vice-versa.

Maintenance is carried out in-house at the Luton depot but will be outsourced for the Bangor operation.

Jim has recently been discussing with his accountant whether to enter into a partnership with his financial backer or to change the legal entity of the business into a private limited company.

### **Current Operations**

RSA operates a fleet of vehicles engaged in diverse operations including school contracts, hospital and airport shuttles, package holiday tours and excursions. Following a downturn in some of the contractual work, RSA is considering expanding the Luton fleet in order to operate tendered local bus services. Jim has not yet decided whether to purchase or lease buses for this work. To improve the efficiency of the business it has been decided that a new computer network will be installed. This will assist with accounts, personnel management, package holiday bookings, maintenance record keeping, vehicle tracking and route planning.

The business has a history of poor employee relations. On a number of occasions in the last four years several drivers have been prosecuted for failing to abide by the requirements of EC 561/2006 (Drivers' Hours Regulations).

A rumour has emerged amongst the driving staff that one of the drivers has recently received a disqualification under the 'totting up procedure' but is still driving RSA vehicles. Specifically there is unrest concerning private hire schedules and one of your driving staff, Mukesh Limbachia, has handed you a driver's schedule, claiming that it cannot be accomplished within the law.

Although maintenance at the Luton depot is undertaken 'in house', tyre maintenance is sub-contracted to a specialist dealer. The dealer has raised concern over the drivers' ability to identify faults when carrying out their daily checks, as they have found other component faults whilst fitting tyres to the vehicles. At a recent VOSA roadside inspection, one of the 57-seat coaches received an 'S' mark prohibition for faulty steering.

**New contract opportunity**

Jim has asked you to look at the feasibility of accepting two new shuttle service contracts, from Luton to Manchester and Luton to Stansted, the details for which are shown below:

| SHUTTLE SERVICE DETAILS                  | LM101             |
|--|-------------------|
| Luton-Manchester                         | 270 km            |
| Journey time from depot to Luton Airport | 20 minutes        |
| Loading time at Luton Airport            | 30 minutes        |
| Stopover time at Manchester Airport      | 1 hour 30 minutes |
| Unloading time at Luton (return)         | 30 minutes        |
| Estimated average coach speed            | 60 km/hour        |

There are no intermediate pick-up points.

The driver will complete a 15 minute vehicle safety check prior to start of duty and will not be required to work at Manchester Airport.

| SHUTTLE SERVICE DETAILS                  | LS102      |
|--|------------|
| Luton-Stansted                           | 90 km      |
| Journey time from depot to Luton Airport | 20 minutes |
| Loading time at Luton Airport            | 15 minutes |
| Stopover time at Stansted Airport        | 20 minutes |
| Unloading time at Luton (return)         | 30 minutes |
| Estimated average coach speed            | 45 km/hour |

There are no intermediate pick-up points.

The driver will complete a 15 minute vehicle safety check prior to start of duty and will be required to assist loading passengers' luggage at Stansted Airport.

**Personnel (Luton Depot)**

The staff employed consists of:

- 1 Accounts Clerk
- 1 Accounts Manager
- 1 Foreman Fitter
- 24 Full time drivers
- 1 General Clerk, who is your personal assistant.
- 2 Mechanics
- 6 Part time drivers
- 1 Sole Proprietor
- 2 Traffic Supervisors
- 1 Transport Manager (yourself), the designated CPC holder, responsible for all operational matters and is the designated CPC holder
- 1 Workshop Clerk
- 1 Workshop Manager, responsible for all technical matters

### Current vehicle fleet

4 x 10-seat mini buses (first registered January 2009), DDA compliant, used mainly to provide occasional services for the disabled.

4 x 32-seat midi coaches (first registered April 2007), used on occasional services.

6 x 49-seat coaches (first registered 2008) used for tours and excursions, each fitted with wheelchair lift, removable seats, toilet, galley and reclining seats.

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

1 x 72-seat Routemaster RML (first registered February 1962), in preservation and not used for service work (non-psv)

### Vehicles to be acquired for the Bangor Depot

2 x 70-seat open top double deck service buses, to be used on local service routes not exceeding 45km.

2 x 35-seat single deck buses, to be used for registered local services routes exceeding 50km.

1 x 7-seat people carrier (non-psv), to be contracted for local private hire work.

### Vehicle costs

*(all costs are per vehicle)*

|  | 7 seat<br>(non-PSV) | 10 seat<br>minibuses | 32 seat<br>midi<br>coaches | 35 seat<br>single<br>decker | 49 seat<br>coaches | 57 seat<br>coaches | 70 seat<br>buses |
|--|---------------------|----------------------|----------------------------|-----------------------------|--------------------|--------------------|------------------|
| Full-time Driver costs per day inc NI    | £75                 | £75                  | £75                        | £75                         | £75                | £75                | £75              |
| Part-time Driver costs per day inc NI    | £40                 | –                    | –                          | £40                         | –                  | £40                | –                |
| Driver overnight allowance               | £40                 | £40                  | –                          | –                           | £40                | £40                | –                |
| Standing costs per day                   | £60                 | £80                  | £110                       | £115                        | £120               | £120               | £120             |
| Overhead costs per day                   | £30                 | £40                  | £50                        | £50                         | £40                | £40                | £50              |
| Maintenance costs per km                 | 25p                 | 30p                  | 60p                        | 65p                         | 40p                | 35p                | 65p              |
| Tyre costs per km                        | 4p                  | 4.5p                 | 6p                         | 6p                          | 6p                 | 6p                 | 6p               |
| Fuel cost per litre                      | £1.15               | £1.15                | £1.15                      | £1.15                       | £1.15              | £1.15              | £1.15            |
| Km per litre                             | 10                  | 5                    | 5                          | 4.5                         | 4                  | 4                  | 4                |
| Average distance travelled per week (km) | 1,200               | 900                  | 1,800                      | 1,600                       | 2,600              | 3,500              | 1,400            |

RSA applies a mark up of 15% on costs

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