



**OXFORD CAMBRIDGE AND RSA EXAMINATIONS**

**LEVEL 3 CERTIFICATES OF PROFESSIONAL  
COMPETENCE**

**05609**

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

**FRIDAY 9 SEPTEMBER 2011**

**12.45 PM – 2.45 PM**

**TIME: 2 HOURS**

**SCENARIO**

Ofqual Qualification Reference Number: Y/103/3077

**E042 1109**

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## Background information

OCR Travel Ltd is a coach operator based in Warwick. The Company holds a Standard National Operator Licence authorising 12 vehicles. OCR owns its operating centre, which has a well equipped workshop, parking for 20 vehicles and administrative offices.

Until four years ago the business was run as a partnership between Ray Davies and Mike Pender and then Ray purchased Mike's share of the partnership and converted OCR to a limited company. Ray and his wife are now the sole shareholders of OCR Travel Ltd. The split was amicable and when Mike left the partnership he set up his own bus business – RSA Buses – which he operates from the premises owned by OCR. Mike runs RSA Buses as a sole trader with a Standard National Operator Licence authorising four vehicles. Ray and Mike have a verbal understanding that OCR will not operate buses and RSA will not operate coaches.

The nominated Transport Manager and CPC holder for OCR died last month and consequently OCR does not currently have a Transport Manager. You have been recruited to become the nominated Transport Manager for OCR, once you obtain your CPC. Mike is the nominated Transport Manager and CPC holder for RSA Buses. However, Mike has suffered from ill health and has announced that he wishes to sell RSA Buses.

OCR undertakes its own maintenance, and also maintains the vehicles owned by RSA Buses under a maintenance contract. In the last twelve months, OCR has received four PG9s, two of which were issued when vehicles were presented for annual inspection. RSA Buses has also had two PG9s in the same period, both issued when the vehicles were presented for annual inspection.

## Current fleet

OCR currently operates the following vehicles:

4 x 53-seat coaches, registered between 1993 and 2003, used on school contracts and private hire
2 x 45-seat coaches, registered in 2007, used on private hire and tours
2 x 40-seat coaches, registered in 2009, used exclusively under contract to a travel agent
2 x 35-seat coaches, registered between 2001 and 2006, used on school contracts and private hire
2 x 16-seat minibuses, registered in 2008, used on school contracts and private hire.

## OCR currently employs the following staff:

10 full time drivers
4 part time drivers
Workshop manager, who holds Category D entitlement
2 full time mechanics, all of whom hold Category D driving entitlement
1 full time mechanic, who holds Category D1 entitlement
2 general office staff who deal with all administration
Managing Director (Ray Davies)
Transport Manager designate (you)
4 casual drivers

## Current operations

### School contracts

OCR operates the following school contracts:

Contract number	Number of passengers to be carried	Single journey (km)	Total daily distance inc. dead running (km)	Morning operating period	Afternoon operating period
A	100	20	60	07.30 – 09.30	14.15 – 16.15
B	14	55	150	06.30 – 09.45	14.15 – 17.30
C	48	20	50	07.30 – 09.30	14.15 – 16.15
D	65	35	80	07.15 – 09.30	14.15 – 16.30

### Tours

The tours shown below are operated under contract to a travel agent between the beginning of March and the end of October.

A 6 day tour to the Scottish Highlands, departing each Monday, covering 1800km, with the vehicle being used every day

A 3 day tour to London, departing each Tuesday, covering 500km, with the vehicle being used every day.

A 3 day tour to Manchester, departing each Friday, covering 600km, with the vehicle being used every day.

The 40-seat vehicles are used, and are driven by a group of drivers dedicated to this work.

### Private hire

As well as occasional work, OCR operates a once a week private hire between Warwick and Coventry, for shows at the Godiva Theatre, using a 53 seat vehicle. Users of the service pay the hirer a flat rate per return journey. The single journey distance is 20km, and the total dead running distance is 5km.

### Financial information (all in £)

	53 seat coaches	45 seat coaches	40 seat coaches	35 seat coaches	16 seat minibuses
Standing and overhead cost per day	120	150	170	140	110
Driver cost per day – full time driver	70	70	70	70	70
Driver cost per day – part time driver	40	40	40	40	40
Overnight allowance	20	20	20	20	20
Maintenance cost per km	0.35	0.30	0.30	0.30	0.25
Fuel cost per km	0.45	0.40	0.40	0.35	0.30
Tyre cost per km	0.05	0.04	0.04	0.04	0.03

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### **Additional Financial Information**

If an agency driver is used, the cost per day is £120.

OCR requires a mark up of 10% to be added to all costs.

### **Business opportunities**

- i) The travel agent has asked OCR to quote for additional tours as shown below.

All proposed tours will start and end in Birmingham.

The outline programme is as follows:

	<b>Duration</b>	<b>Total distance including dead running (km)</b>
Northern Ireland	Ten days	2,400
Cornwall and Devon	Six days	1,500
Bournemouth	Five days	800
West Wales	Five days	1,000

The tour to Northern Ireland will use the Liverpool to Belfast ferry, travelling overnight in each direction, an eight hour crossing. On all of the proposed tours, the vehicle will be in use every day.

- ii) A coach operator from Coventry, who runs a small programme of extended tours, has asked if OCR would be interested in setting up a joint venture to expand this programme, with each operator contributing some vehicles and staff.

### **Current issues**

On one of the school contracts, there has been a spate of vandalism and damage to a coach, in addition to poor behaviour by passengers. This has reached the stage where a driver has handed in his notice and other drivers are reluctant to drive on this contract.

The outcomes of the last visit by a VOSA inspector were unsatisfactory. Some vehicle documents were found in a cardboard box in a storeroom; others were missing. The inspector was unable to verify that vehicles were being inspected in accordance with the legal undertakings and this led indirectly to the issue of a PG9 to an OCR vehicle.

The Traffic Commissioner has called OCR to a Public Inquiry, quoting Section 17 of the Public Passenger Vehicles Act 1981. The Inquiry is to take place in six weeks time.

A week ago, a vehicle belonging to OCR was stolen from the operating centre during the night and was later found abandoned after a collision with a parked car. The police have so far been unable to trace the person who stole the vehicle.

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