



OXFORD CAMBRIDGE AND RSA EXAMINATIONS

**LEVEL 3 CERTIFICATES OF PROFESSIONAL
COMPETENCE**

05609

UNIT 5 MANAGING NATIONAL ROAD PASSENGER TRANSPORT OPERATIONS

FRIDAY 4 DECEMBER 2009

12.45 PM – 2.45 PM

TIME: 2 HOURS

SCENARIO

Background

OCR Ltd is a private limited company. It holds a Standard National Operator's Licence authorising 50 vehicles and has one operating centre in Bath.

The company has been very profitable over the last few years and the directors have been looking to expand the business for some time but they have been unable to do so as the current site is fully utilised. However the business next door has recently been put onto the market and negotiations are well advanced for it to be purchased by OCR. It is a car dealership and servicing centre with a large garage equipped to deal with private cars.

As the previous post holder has retired you have just been promoted to the position of Transport Manager, conditional upon your obtaining the CPC. You were previously the Tour Manager and your replacement has yet to be appointed. One of the directors holds a CPC and he will be the nominated professionally competent person until you obtain your CPC.

Staffing

- 2 x Accounts Clerks
- 1 x Accounts Manager
- 2 x Administrative Assistants
- 1 x Company Secretary
- 70 x Drivers
- 1 x Financial Director (also nominated professionally competent person)
- 1 x Local Services Manager
- 1 x Managing Director
- 2 x Marketing Assistants
- 1 x Marketing Director
- 1 x Personal Assistant to Managing Director
- 1 x Personnel Director
- 1 x Personnel Assistant
- 2 x Secretaries
- 1 x Tour Manager (currently vacant)
- 3 x Traffic Clerks (2 on local services and 1 on tours)
- 4 x Traffic Supervisors (2 on local services and 2 on tours)
- 1 x Transport Manager (you)

Current Fleet

- 12 x 32-seat midi buses (first registered between 2004 and 2006)
- 20 x 70-seat double-decker buses (first registered between 1994 and 2000)
- 18 x 49-seat coaches (first registered between 2001 and 2006)

Current Work

The midi-buses and 12 of the double-deckers are used on registered local services. One of the local services currently operated is a circular service departing from and returning to Chippenham. The service operates on an hourly basis from Monday to Saturday, first departure from Chippenham at 0800 hrs and last departure from Chippenham at 1700 hrs. There are twelve intermediate stops, the total journey time is 75 minutes and the total route length is 40 kms with no two stops being more than five miles apart.

The other eight double-deckers are used on school contracts where no single journey covers more than 32 kms. The tenders for these contracts were drawn up on the basis that the vehicles and drivers would be required for only 50% of each day on which they were used.

The coaches are used on tours and excursions to numerous destinations throughout England, Wales and Scotland. OCR organises some of the trips itself but mainly provides the transport element of holidays on behalf of a local travel agent. The details of two regular holidays are given below.

Holiday 1

Day 1	Bath - Exeter	100 kms
Day 2	Exeter – Torquay (optional day trip)	80 kms return
Day 3	Exeter – Plymouth	80 kms
Day 4	Plymouth – Falmouth	90 kms
Day 5	Falmouth – Padstow	75 kms
Day 6	Padstow – Bath	240 kms

On days 1 and 6 the coach averages 80 kph and on the other days it averages 60 kph.

Holiday 2

Day 1	Bath – Chester	350 kms
Day 2	Chester (optional Medieval Evening Chirk Castle	75kms
Day 3	Chester – Colwyn Bay	75 kms
Day 4	Colwyn Bay – Aberdovey	125 kms
Day 5	Aberdovey – Centre for Alternative Technology (optional day trip)	50 kms return
Day 6	Aberdovey – Bath	250 kms

On day 1 the coach averages 70 kph. and on the other days it averages 50 kph.

Future Plans

In anticipation of the purchase of the next door premises being successfully completed in the next two months the directors have asked you to prepare for an expansion of the business. They wish to acquire a further seven 49-seat coaches and six 32-seat buses for use on additional tours and on a new regular service. The expansion will mean that the company will need to recruit the following additional staff:

- 2 x Apprentice mechanics
- 18 x Drivers
- 1 x Foreman Mechanic
- 4 x Mechanics
- 1 x Traffic Clerk (Tours)
- 1 x Traffic Supervisor (Local Services)
- 1 x Workshop Manager
- 1 x Yardhand

Maintenance

The maintenance is currently contracted out. However the directors have decided to bring it in-house because they believe that it would be cheaper and the premises to be acquired have a garage facility. Although the garage is currently only equipped to deal with small vehicles it is believed that it could easily be made suitable for the maintenance of all the vehicles in the fleet.

You have been asked to advise the directors of the feasibility of converting the garage to deal with large vehicles so that it is capable of maintaining the entire fleet.

The garage currently has a large pit, a waste oil/ fluid store, a storage area for oxygen and acetylene bottles, a large air compressor and sufficient headroom to allow the highest vehicle in OCR's proposed fleet to enter.

Financial Information

The costs of both the existing vehicles and those to be acquired are given in the table below.

Costs (per day)	32-seat (£)	49-seat (£)	53-seat (£)	70-seat (£)
Fixed per day	150	175	180	200
Driver's Costs per day	80	100	80	80
Driver's overnight allowance per day	-	50	50	-
Tyres per km	0.06	0.08	0.08	0.10
Fuel per km	0.20	0.25	0.25	0.30
Maintenance per km	0.04	0.05	0.05	0.06