

## **Vocational Qualifications (QCF, NVQ, NQF)**

### **CPC (Certificate of Professional Competence)**

Level 3 CPC (Certificate of Professional Competence) for Transport Managers (Passenger Transport) – **05670**

Unit P2: Certificate of Professional Competence Passenger Transport - **05678**

## **OCR Report to Centres September 2017**

OCR (Oxford Cambridge and RSA) is a leading UK awarding body, providing a wide range of qualifications to meet the needs of candidates of all ages and abilities. OCR qualifications include AS/A Levels, Diplomas, GCSEs, Cambridge Nationals, Cambridge Technicals, Functional Skills, Key Skills, Entry Level qualifications, NVQs and vocational qualifications in areas such as IT, business, languages, teaching/training, administration and secretarial skills.

It is also responsible for developing new specifications to meet national requirements and the needs of students and teachers. OCR is a not-for-profit organisation; any surplus made is invested back into the establishment to help towards the development of qualifications and support, which keep pace with the changing needs of today's society.

This report on the examination provides information on the performance of candidates which it is hoped will be useful to teachers in their preparation of candidates for future examinations. It is intended to be constructive and informative and to promote better understanding of the specification content, of the operation of the scheme of assessment and of the application of assessment criteria.

Reports should be read in conjunction with the published question papers and mark schemes for the examination.

OCR will not enter into any discussion or correspondence in connection with this report.

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# **Level 3 CPC (Certificate of Professional Competence) for Transport Managers (Passenger Transport) – 05670**

## **General Comments**

I will take this opportunity to remind students and centres that candidates are not penalised for spelling and grammar mistakes, provided that answers are clear, unambiguous and otherwise correct. Marks are not awarded where examiners simply cannot decipher what has been written, or when the wording given requires examiners to guess what the candidate means. Examiners will always try hard to determine what a candidate has written but unfortunately in this session, a few scripts contained answers which simply could not be deciphered.

Questions on this paper tested certain areas of the syllabus in slightly different ways than has been common in the past and it was apparent that candidates find it difficult when faced with questions written in a way which they have not practised from past papers. It is important for students and centres to remember that although practising past papers can be a useful exercise, it is no substitute for learning basic principles of areas such as driver's hours and costing. Knowledge and understanding of these basic principles and the ability to apply them is essential if candidates are to pass the examination.

In general, candidates are taking care in answering questions, but again I would remind candidates and centres of the differences between the command verbs used in each question. These are explained, with examples, in The Syllabus, Student and Tutor Guide, available for download on the OCR website on the Certificate of Professional Competence page. A common error is to simply list items, when explanations are asked for, or as was evident in this paper to list documents when actions are asked for.

More detailed explanation of the comments above and how they relate to this paper is given below in the notes on each question.

The nominal pass mark for this examination is 30 but after every examination, a group of senior examiners and industry sector representatives reviews each paper and sets the actual pass mark in order to reflect the paper's level of difficulty. In this case, the PASS MARK was set at 30

The PASS RATE for this examination was 49%

The PASS MARK for the paper based multiple choice paper (P1) in this session was 42 and the PASS RATE was 38%

The following Comments are designed to help centres and candidates in future examination preparation, and while examples of answers which would attract correct marks are given, there are, for some questions, other ways of answering which would also be awarded full marks.

### Question 1

**Andre has asked you to provide some timings for day 4 of the 12-day Celtic Heritage Experience tour and to confirm that it will be possible for Eddie to complete the 12-day tour.**

- (a) On day 4, CHE would like the group to leave the hotel as late as possible, to catch the 10.30hrs ferry to Belfast.**

**Use the information in the case study to calculate the latest time that the driver must begin preparations to leave the hotel in Loch Lomond.**

- (b) On day 4 the group will stop for tea at Cashel.**

**Use the information in the case study to calculate the earliest time that the coach can arrive in Cashel.**

**Give the earliest time that the coach can depart from Cashel.**

- (c) CHE intend to have a traditional Irish greeting ready for the group when they arrive at the hotel in Killarney.**

**Use the information in the case study to calculate the earliest time that the coach can arrive in Killarney.**

- (d) Eddie will be the only driver on the 12-day tour.**

**Outline FIVE criteria that relate to postponed weekly rest that would have to be met to allow Eddie Longshanks to be the sole driver on this extended tour.**

Parts (a), (b) and (c) of this question required candidates to effectively work out a schedule, without actually writing out the whole schedule. This proved to be an example of where candidates who had merely practised doing schedules, were not properly prepared for a different style of questioning, by knowing and understanding the principles of both calculating times from given distances and speeds and also knowing and understanding driver's hours regulations.

In part (a), a common error was to forget either the 30 minutes for pre use checks and loading of passengers and luggage, or the 30 minutes for embarkation of the ferry. Consequently, many candidates began their duty too late. A second common error was, as is so often the case, to fail to answer the question which was asked. Many candidates only gave the latest time that the group should leave the hotel in order to catch the ferry, rather than what was asked, which was to give the latest time that the driver should begin preparations to leave the hotel.

**ALWAYS READ THE QUESTION .....ALWAYS ANSWER THE QUESTION WHICH IS ASKED**

Parts (b) and (c) were generally well answered and in part (b)(ii), where candidates had arrived at Cashel at an incorrect time, a mark was still awarded for the departure time if it was calculated to be 45 minutes after the arrival time.

Part (d) was again an example of where many candidates had failed to read the question properly and incorrectly gave answers relating to reduced weekly rest, rather than postponed weekly rest as asked.

Examples, with outline workings of correct answers to question 1. are shown below.-

1(a)	Distance $110.5\text{km} \div 65\text{kph} = 1 \text{ hour } 42 \text{ mins}$ + 30 mins to board + 30 mins for checks and loading passengers = 2 hours 42 mins 10.30hrs ferry depart time - 2hrs 42 minutes = 07.48hrs start
1(b)(i)	10.30hrs ferry depart time+ 2hrs 5 minutes crossing time = 12.35hrs arrival time Plus 15 minutes disembarkation time, plus Journey time $340\text{km} \div 80\text{kph} = 4\text{hr } 15 \text{ mins} = 17.05\text{hrs}$ arrive Cashel
1(b)(ii)	1705hrs plus 45 minutes minimum break required = 1750hrs depart time
1(c)	17.50hrs departure from Cashel plus $140\text{km}$ at $80\text{km}/\text{hour} = 1\text{hr } 45\text{mins}$ Therefore arrival time in Killarney will be 19.35hrs

## Question 2

**In respect of the proposed programme of inclusive tours, Martine has provided information to be included in the brochure, as shown in the case study.**

**Identify EIGHT additional items of information that OCR must include in the brochure for the Highland Experience tour, in order to comply with Package Travel Regulations.**

This question required candidates to READ THE QUESTION and additionally, READ THE CASE STUDY.

Many candidates repeated required items which were already listed in the case study. For example, the case study specified that a 16 seat executive coach would be used and that the group would be staying in 3 star hotels in Fort William and Portree. Additionally, the tour price and single supplement amount was given.

Many candidates failed to gain full marks, through giving these items, before listing others which were correct.

The question asked for eight additional items, but many candidates listed more than this. It is worth pointing out that where a question demands a specific number of responses, only this number will be marked. Further answers will not be awarded marks, even if correct.

### Question 3

In preparation for the introduction of the inter-urban service, Andre has asked you to prepare a cost schedule for its operation.

- (a) From the information in the case study prepare a cost schedule for one complete roundtrip journey, from Dumfries to Glasgow and return.

You MUST show all your workings and name each cost. You MUST give your answer to the nearest 1p.

This was a typical, traditional costing question and proved to be relatively straightforward for the majority of candidates. There were few errors, but a common one was to use the wrong number of vehicle days in use when calculating depreciation and other standing costs. Many candidates still divide annual costs by 365 to get a daily cost, ignoring the fact that costs can only be recovered on those days when a vehicle is actually being 'charged out' to a customer.

A second common error was to deduct the tyre cost from the vehicle purchase price, when calculating depreciation. The figure given for purchase price however, clearly stated that it was the purchase price EXCLUDING TYRES.

There were a number of candidates who did not follow the instructions given in the question notes and did not show all workings, and name each cost.

An example of a correctly laid out answer to this question is given below.

#### Depreciation

£148,700 purchase price x 15% = £22,305 per annum

£22,305 ÷ 223 days use = £100.02 per day

#### Other Standing costs

£7069.10 annual cost ÷ 223 days use = £31.70 per day

**Driver cost** £110.00

**Round trip journey distance** = 530km

**Tyre cost** per vehicle £1300 ÷ 50000km expected tyre life = £0.026 per km

Journey distance 530km x £0.026 per km = £13.78

**Fuel** £1.12per litre ÷ 4kpl = £0.28 per km x 530km = £148.40

OR 530km ÷ 4kpl = 132.5 litres @ £1.12 per litre = £148.40

**Maintenance** £0.06 per km x 530km = £31.80

**Total cost for the round trip journey** = £435.70

- (b) Calculate the daily income required to generate a profit of 12.5% on cost.

This part of the question simply required candidates to calculate 12.5% of £435.70 and add it in order to work out the total daily income required. Almost all those candidates who calculated the correct answer for part (a), also gave the correct answer for part (b).

#### Question 4

**William and Sara have decided to hand over the day to day running of the business to their two children. Andre and Martine have expressed an interest in your suggestion that they form a private limited company.**

- (a) Outline THREE potential benefits to the family of forming a private limited company**
- (b) Identify THREE documents to be submitted to the Registrar of Companies to form a private limited company and for each document explain its purpose.**
- (c) Identify the document that will be issued, once the application has been approved by the Registrar of Companies.**

Questions like this have been asked in the case study examination many times previously and as in previous sessions, many candidates identified the steps to forming a limited company, rather than the benefits of doing so.

In general, however, the question was very well answered.

#### Question 5

**Andre and Martine have asked you to advise them on the steps that must be taken to ensure they continue to meet the requirements of operator licensing.**

- (a) State the minimum type of operator licence required to be able to carry out the future Celtic Heritage Experience work.**
- (b) Outline SEVEN actions that must be carried out in relation to operator licensing, should the partners agree to convert the partnership into a private limited company.**
- (c) Identify the additional operator licence related document that must be carried on the 12-day tour of Scotland and the Republic of Ireland, that would not be required in the UK.**

Part (a) of this question required candidates to understand that part of the Celtic Heritage Experience tour took place outside of The United Kingdom and that therefore a standard international operator licence would be required. Many candidates believed that a standard national licence would be sufficient.

Part (b) demanded OUTLINES of seven ACTIONS that must be carried out.

Candidates are still failing to understand the requirements of the command verbs used in every paper. In this case – OUTLINE. When asked to outline actions, responses which simply list documents or items, do not attract any marks. The Syllabus, Student and Tutor Guide, to which I have referred many times, explains what is required in candidate answers, when responding to the different command verbs. Similarly, if actions are asked for, then every answer must contain a verb.

Part (c) demonstrated yet again that many candidates do not read the question fully and listed documents which were not 'operator licence related'.

### Question 6

**Martine has asked you to investigate whether a change in safety inspection intervals could offer potential savings in OCR's vehicle maintenance costs.**

- (a) (i) **Using the information provided in the case study and the graph in Fig.2, give the maximum safety inspection interval for the 48-seat standard coaches.**
- (ii) **Use the information provided in the case study to calculate the saving that would result from increasing the safety inspection interval.**
- (b) **In respect of OCR's operator licence, outline ONE action that OCR must take when changing the safety inspection interval and state the time period within which this must be done.**

By using the information in the case study and then by reference to the graph, the maximum interval for the 48 seat standard coaches should be worked out to be 6 weeks. This is one week longer than the current interval of 5 weeks, resulting in a saving of two inspections per year. The case study informs candidates that there are 6 of these coaches in the fleet and so the total saving will be 12 inspections per year.

Most candidates correctly determined the saving of two inspections per coach, but many did not then calculate the cost saving of  $2 \times 6 \times \text{£}110$ .

Part (b) required candidates to have knowledge of the procedures for making changes to a licence, in this instance, simply notification to the Traffic Commissioner within 28 days. Many candidates incorrectly stated that the operator must apply to the Commissioner for permission to make the change.

### Question 7

**Having reviewed CCTV footage of the refuelling area it would appear that Fred Knapstone has put diesel fuel into his personal vehicle on several occasions.**

- (a) **Should OCR wish to proceed with disciplinary action against Fred, identify THREE steps in the disciplinary process that must be followed in order to meet the requirements of current Employment law.**
- (b) **Should the disciplinary process go against Fred, calculate the minimum notice period Fred would be entitled to if dismissed with notice.**

This question was very well answered, with the majority of candidates gaining all four available marks.

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