



**The Chartered
Institute of Logistics
and Transport**



CILT(UK) Level 3 Certificate of Professional Competence for Transport Managers

Road Haulage Qualification Specification

Ofqual Qualification Number: 600/8041/3

Qualification Wales Number: C00/1777/4

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Qualification Objective

The CILT(UK) Level 3 Certificate of Professional Competence for Transport Managers (TMCP) qualification focuses on the skills required to deliver in the role of a Transport Manager. The qualification offers accessible, rigorous and relevant assessment that evidences both core knowledge and transference of learning to the workplace.

The CILT(UK) TMCP consists of one unit made up of four modules.

Each of the four modules focuses on a specific area of competence relevant to the role of a Transport Manager, covering the requirements laid out in the Regulation (EC) No 1071/2009 of the European Parliament and of the Council of 21 October 2009.

Please be aware that it is highly unlikely that the Traffic Commissioner would accept anyone under the age of 18 as an appropriate Transport Manager for the purposes of satisfying the professional competence requirements to hold or apply for of an operators' licence. The Transport Regulation Unit in Northern Ireland has taken the same view on this matter.

Regulation

The CILT(UK) Awarding Organisation is regulated by The Office of Qualifications and Examinations Regulation (Ofqual) in England, Qualifications Wales and CCEA Regulation in Northern Ireland. This qualification is regulated within the Regulated Qualifications Framework (RQF) and is available in the Register of Regulated Qualifications and the Qualifications in Wales (QiW) database.

Entry Requirements

Although there are no specific entry requirements for this qualification, it is recommended that:

- Learners have English and Maths skills equivalent to Level 2 (GCSE) before they begin studying at this qualification level

If Learners are unsure of their suitability to study this qualification, they should discuss this with their Learning Partner.

Language

CILT(UK) qualification specifications and associated materials are offered in English only. All assessment responses must be in English only.

If a potential Learner's first language is not English, Learning Partner's must ensure that the Learner meets the English Language requirements of either:

- International English Language Testing System (IELTS) minimum score of **5.5** or
- An equivalent English Language standard agreed by CILT(UK) Awarding Organisation (AO)

Reasonable Adjustments

For Learning Partners enrolling learners with specific learning requirements, please see the CILT(UK) AO Reasonable Adjustments Policy available on the CILT(UK) AO website: <https://ciltuk.org.uk/Qualifications>

This policy provides guidance regarding the arrangements that can be made to take account of specific learner needs, while ensuring that the integrity of the assessment is maintained.

Special Consideration

In the event that a Learner is present for the assessment but may have been disadvantaged by adverse circumstances which arose at or near the time of assessment, or where a Learner misses part of the assessment due to circumstances outside their control, the Learning Partner may make an application for Special Consideration. For further information, please see the CILT(UK) AO Special Consideration Policy available on the CILT(UK) AO website: <https://ciltuk.org.uk/Qualifications>

Malpractice

As a regulated awarding organisation offering vocational qualifications, CILT(UK) AO is committed to maintaining the validity, reliability and integrity of its qualifications and assessments by taking all reasonable steps to prevent the occurrence of and investigate any suspected incidents of malpractice or maladministration in the development, delivery and award of qualifications, while meeting regulatory requirements. For further information, please see the CILT(UK) AO Malpractice and Maladministration Policy available on the CILT(UK) AO website: <https://ciltuk.org.uk/Qualifications>

Total Qualification Time

Total Qualification Time: 141 hours, including 72 hours Guided Learning.

Total Unit Time: 141 hours, including 72 hours Guided Learning.

Total Qualification Time (TQT) is defined as the number of notional hours which represent the total amount of time that could reasonably be expected to be required in order for a Learner to achieve and demonstrate the level of attainment necessary for the award of a qualification. TQT is comprised of the following two elements:

- The number of hours which an Awarding Organisation has assigned to a qualification for Guided Learning; and
- An estimate of the number of hours a Learner will reasonably be likely to spend in preparation, study or any other form of participation in education or training, including assessment, which takes place as directed by - but not under the immediate guidance or supervision of - a Lecturer, Supervisor, Tutor or other appropriate provider of education or training.

Total Unit Time (TUT) is defined as the number of notional hours which represents the total amount of time that could reasonably be expected to be required in order for a Learner to achieve and demonstrate the level of attainment necessary for the award of a unit.

Guided Learning Hours (GLH) is defined as the activity of a Learner in being taught or instructed by - or otherwise participating in education or training under the immediate guidance or supervision of - a Lecturer, Supervisor, Tutor or other appropriate provider of education or training including eLearning applications.

Immediate Guidance or Supervision is defined as the guidance or supervision provided to a Learner by a Lecturer, Supervisor, Tutor or other appropriate provider of education or training with the simultaneous physical presence of the Learner and that person, or remotely by means of simultaneous electronic communication.

Study Options

This qualification is delivered by a network of Learning Partners and is available to study by a variety of routes, including distance learning, classroom taught courses, blended learning and e-learning.

For more information on the study options available please visit the CILT(UK) web site: www.ciltuk.org.uk for a list of Learning Partners, or contact the Awarding Organisation on ao@ciltuk.org.uk.

Qualification Structure

The modular structure allows for flexible teaching as well as weighted focus on key topics in line with the regulation. Assessment is focused on the relevant knowledge and understanding required by competent Transport Managers in everyday operations using methodology that focuses on application of learning in the workplace, as well as fundamental core knowledge.

The four modules and the elements within each are:

RH-M1 Managing Business Operations

- Business and Company Law
- Commercial Management
- Financial Management and Business Taxation
- Human Resources and Industrial Relations
- Marketing
- Managing Workplace Health and Safety

RH-M2 Managing Drivers

- Driver Licensing and Training
- Drivers Hours and Records

RH-M3 Managing Compliance and Risk

- Operator Licensing
- Traffic Accident Procedures
- Insurance
- Planned Preventative Maintenance
- Plating and Testing
- Weights and Dimensions
- Safe Loading and Transit
- Traffic Regulations and Speed Limits

RH-M4 Managing Transport Operations

- Contracts and Conditions of Carriage
- Electronic Data
- Vehicle Selection
- Vehicle Costings
- Vehicle Taxation
- Permits and Methods of Operating
- Incoterms
- Frontier Crossings

- Customs Transit Systems
- Transport Documentation
- CMR (Convention on the Contract for the International Carriage of Goods by Road)
- Budgeting

Assessment Criteria and Objective

We use four terms in the assessment criteria each with a description of knowledge and competency expectation. These four terms define the level to which those elements are assessed.

The four terms are outlined below:

Identify - To give reference to an item, which could be its name or title. *NB:* normally a word or phrase will be sufficient, provided the reference is clear.

Outline - To indicate the principal features or different parts of. *NB:* an exhaustive description is not required. What is sought is a brief summary of the major aspects of whatever is stated in the question.

Describe - To give a detailed written account of the distinctive features of a subject. The account should be factual, without any attempt to explain. When describing a subject (or object) a test of sufficient detail would be that another person would be able to visualise what you are describing.

Explain - To provide an understanding. To make an idea or relationship clear. *NB:* this command word is testing the Learner's ability to know or understand why or how something happens. It is often associated with the words 'how' or 'why'.

In essence all assessment criteria where identify, and outline are needed (core knowledge) are assessed in Paper 1 using multi-format questions.

All elements, which need covering in greater depth proving ability of application of knowledge in a workplace context against any given variables, will be assessed in Paper 2. The terms used in this assessment criteria are **identify** and **explain**.

It should be noted however that the assessment criteria for Paper 1 may feature in Paper 2 where relevant to the context of the questions.

Paper 1 - Knowledge Test – Multi-format Response

Paper 1 is a closed book assessment, meaning no supporting resource is admissible during the assessment. The objective is to test basic recall, analysis and evaluation of core knowledge across the specification.

Multi-format response questions are an effective and efficient way to assess learning outcomes. This format of assessment can be used to assess both the lower and upper cognitive ability of a Learner against the learning outcomes.

The assessment will last for 2 hours.

The pass mark for this assessment is of 28 marks out of 40.

Learners should attempt all questions.

Paper 2 - Knowledge Application in the Workplace – Case Study Assessment

Paper 2 is an open book examination, whereby Learners may refer to learning materials used during their course of study.

Questions relate to case studies which are pre-published in this specification. More detailed contextual and quantifiable elements in the form of scenarios are given in each assessment for further context to the case study relative to the specific elements being assessed.

Elements covered in Paper 1 will be relevant to giving context to the required answers in Paper 2, however these can be easily referenced if required using admissible resources.

The case study questions are designed to ensure assessments develop and enhance learning. Case study assessments are reflective of modern education and allow Learners to access support materials, thus reflecting vocational practice. This type of assessment correlates to vocational context, where an employee can access relevant sources of information.

The case studies are published to ensure the breadth of situations and organisational responsibilities a Transport Manager may encounter through their career are covered in the learning. We encourage these to be used by our Learning Partners during facilitation.

All questions related to the case studies are aligned to learning outcomes, however, the questions will demand cognitive processing from Learners, for example, evaluating, creating, and analysing. Questions will not rely on pure knowledge reproduction.

There are **three** case study questions each primarily focusing on specific modules and relating to the featured case study and additional scenario content. Details of the content of the modules can be found in the [Assessment Criteria and Indicative Content](#) section of this document. The primary modules where assessment criteria will be drawn from for the case study assessment are:

- RH-M2 Managing Drivers
- RH-M3 Managing Compliance and Risk
- RH-M4 Managing Transport Operations

Each question is split into several elements that will require Learners to:

- Outline - requiring a sentence structure that applies context to an identified factor
- Analyse - providing explanations or descriptions that support identified factors
- Create - scrutinise or complete schedules
- Calculate - multi-faceted equations, showing working out
- Propose - create a schedule, plan or outline.

Learners will be guided by the question text on what they specifically need to do in each instance.

A total of 20 marks are available for each case study question. All information to assist in answering the question will be detailed in the case study and supplementary information, known as scenarios, with the question.

The Learner will be expected to use the learning gained through their study to apply the core knowledge to a workplace scenario.

The assessment will last for 2 hours and 15 minutes.

The pass mark for this assessment is 30 out of 60 marks.

Learners **must** attempt **all** case study questions to ensure competence across the required elements of the specification.

Assessment Criteria that will always be tested in each case study assessment is listed below:

- **RHM2 Managing Drivers**
AC8.2 Explain how to compile, evaluate and review schedules for drivers.
- **RHM3 Managing Compliance and Risk**
AC12.5 Explain how you would construct an effective and compliant maintenance plan of a given company or organisation.
- **RHM4 Managing Transport Operations**
AC20.1 Explain how you would calculate and prepare 'costs to operate' to ensure correct pricing in the context of a transport operation and outline the value of a vehicle costing system.

The remaining Paper 2 assessment criteria may be tested at any time where relevant to the context of the case study and scenarios provided.

There may be occasions where more than one assessment criteria will be assessed in one question element, this will ensure a rounded understanding of the context in which scenarios are posed.

Overall Grade

To achieve the CILT(UK) Level 3 Certificate of Professional Competence for Transport Managers (Road Haulage) Learners will need to pass both Paper 1 and Paper 2.

If either Paper 1 or Paper 2 is not achieved in one sitting a resit for that Paper **only** will be required.

Assessment Criteria and Indicative Content

RH-M1 - Managing Business Operations

Element		Assessment Criteria		Indicative Content	Assessment Type
E1	Business and Company Law	AC1.1	Outline the elements that form a legally binding contract	The key elements of a contract: offer; acceptance; consideration; intention; legal capacity; legal purpose / formalities.	P1
		AC1.2	Outline the relevant legal obligations for the formation, operation and dissolution of each type of business and the procedures involved in setting up and dissolving various types of business structures	Business structures: Types; advantages and disadvantages. Company Formation and Registration process and relevant documentation required in setting up a business: Memorandum of Association; Articles of Association; Registers; Prospectus (PLC's); Listing PLCs. Liabilities: Limited Liability; Partnerships; Deed of Partnership; Sleeping Partners; Agent Status; Partnership Dissolution.	P1
		AC1.3	Outline the responsibilities and liabilities placed upon individuals and companies	Key responsibilities for shareholders, PSC (Person of Significant Control), directors and company secretary. Types of shares: ordinary, preference. The purpose of share capital. Methods used to wind up an entity and the role of the liquidator. When an individual may become bankrupt and the possible implications to an operator licence. Record keeping	P1

Element		Assessment Criteria		Indicative Content	Assessment Type
E2	Commercial Management	AC2.1	Outline the various methods of payment used across business	Methods of payments for work completed: Cash; Cheques; Cards; BACS; internet payments.	P1
		AC2.2	Outline the documents used in commercial transactions	Documents: Estimates; quotes; orders; credit notes; debit notes.	P1

RH-M1 - Managing Business Operations

Element		Assessment Criteria		Indicative Content	Assessment Type
E3	Financial Management and Business Taxation	AC3.1	Outline the key requirements in respect of the deduction and payment of National Insurance contributions	Taxation regimes applicable to both businesses and individuals: National Insurance contributions; PAYE; self-assessment. Tax paid by an individual and an entity: an individual pays tax according to their income; an entity pays tax based on its profits.	P1
		AC3.2	Outline the elements appearing on a trading and profit and loss account (income statement) and how you would interpret these for any given company or organisation	Trading and profit and loss account (income statement): Components; purpose. Key financial indicators and calculating ratios: Capital employed; working capital; current or working capital ratio; quick assets ratio or acid test ratio; return on capital employed; gross profit; net profit.	P1
		AC3.3	Outline the purpose of and the items that appear on a balance sheet (statement of financial position) and how these would be interpreted	Balance sheet (statement of financial position): Components; purpose - debtors, creditors, liabilities, assets. Sources of funds.	P1
		AC3.4	Outline the requirements, systems and applications of VAT in the UK and EU countries in relation to road operations	The UK System of VAT: Rates; registration; collecting; paying VAT to HMRC. Methods for charging VAT on work carried out abroad. Requirements for business and non-business customer's imports and exports.	P1

		AC3.5	Outline the taxes on infrastructure and the basis used for charging	<p>Tolls: Major UK bridges, tunnels and roads; charging basis.</p> <p>HGV Road User Levy</p> <p>Road pricing and congestion charging: Areas; circumstances.</p> <p>Low emission restrictions together with the charging rates for non-compliance.</p> <p>European Gateway countries and their methods of infrastructure charging and collection: Toll booths; vignettes; on-board units.</p>	P1
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RH-M1 - Managing Business Operations

Element		Assessment Criteria		Indicative Content	Assessment Type
E4	Human Resources and Industrial Relations	AC4.1	Outline the rights and obligations of employers and employees	<p>Employment contracts: Types; written employment particulars; variations to contract.</p> <p>Statutory payments from employers: Statutory Sick Pay (SSP), Statutory Maternity Pay (SMP), Statutory Paternity Pay, Statutory Parental Bereavement Pay, Statutory Adoption Pay, Shared Parental Leave.</p> <p>Contracts and obligations of the employer: Part-time employees; temporary employees; agency staff; self-employed; part-time drivers.</p> <p>Parental provisions and dependants.</p> <p>Diversity and inclusion in the workplace.</p> <p>Redundancy.</p>	P1
		AC4.2	Outline the role, structure and functions of industrial social institutions	<p>Trade unions, and the rights of members.</p> <p>Advisory, Conciliation and Arbitration Service (ACAS).</p> <p>Central Arbitration Committee (CAC).</p> <p>Key laws as they affect industrial relations.</p>	P1

				The rights of Trade Union members.	
		AC4.3	Outline organisational structures	Organisational structures.	P1

Element		Assessment Criteria		Indicative Content	Assessment Type
E5	Business Performance	AC5.1	Outline the main principles of brand management	Basic principles of effective marketing relating to a transport operation: SWOT analysis, marketing mix, , market segmentation, market research.	P1
		AC5.2	Explain the key elements of managing performance to meet objectives	The benefits of robust KPIs and how KPIs can be monitored. Writing SMART objectives.	P2

RH-M1 - Managing Business Operations

Element		Assessment Criteria		Indicative Content	Assessment Type
E6	Managing Workplace Health and Safety	AC6.1	Outline the scope of health and safety legislation and the management of health and safety at work as it applies to the transport industry	Hazards and risk. Risk assessment. Awareness of health and safety legislation and codes of practice. RIDDOR reporting and record keeping. Powers and role of the Health Safety Executive (HSE).	P1
		AC6.2	Describe how to influence and support driver wellbeing	Driver health considerations. Tiredness. Alcohol and drug misuse.	P2

RH-M2 - Managing Drivers

Element		Assessment Criteria		Indicative Content	Assessment Type
E7	Driver Licensing and Training	AC7.1	Outline licensing and qualification criteria for drivers of goods vehicles	Categories' of licence entitlement. Licence application procedure. Tests and test vehicles. Drivers initial CPC training requirements. Licence validity and duration. Medical and conduct requirements. Employers' and drivers' responsibilities. Preserved entitlements to Driver CPC or Acquired Rights. Validity and renewal of the qualification. Criteria concerning the Driver Qualification Card. Training courses: Duration, number of hours, deadlines for completion.	P1
		AC7.2	Describe the requirements of driver induction and periodic training regimes	Elements of driver induction training for a given entity. Periodic training requirements. Requirements concerning the process for retaining Driver Qualification Card. Elements of periodic training for a given entity.	P2
		AC7.3	Describe how to effectively monitor and manage driver workforce compliance to all relevant licensing requirements	Systems for compliance: checking licences; training; medical requirements. Required conduct of vocational licence holders and new applicants for entitlement. Conduct and disciplinary matters.	P2

RH-M2 - Managing Drivers

Element		Assessment Criteria		Indicative Content	Assessment Type
E8	Drivers Hours and Records	AC8.1	Outline the provisions of legislation on drivers' hours and working time	EU drivers' hours legislation. AETR drivers' hours legislation. The Road Transport (Working Time) Regulations 2005. The Working Time (Amendment) Regulations 2003. GB Domestic drivers' hours legislation. Exemptions and derogations. Emergencies. Offences and Penalties.	P1
		AC8.2	Explain how to compile and evaluate schedules for drivers	Creation of a schedule from information given. Evaluation of given drivers' schedules. Legal requirements of legislation governing working time and drivers' hours in scope of EU/AETR or domestic legislation.	P2
		AC8.3	Outline the provisions of the EU and AETR Drivers' Hours and Domestic Drivers' Hours Regulations relating to record keeping requirements and record keeping equipment	Vehicles covered and exempted. Record keeping equipment and requirements. Digital tachograph: Digital tachographs; smart tachographs; smart cards. Analogue tachograph charts. Domestic record-keeping. Offences and penalties. Responsibilities of the operator and of the driver.	P1
		AC8.4	Explain appropriate systems and processes for ensuring compliance with regulations considering record keeping, organisational compliance	Appropriate systems. Compliance with regulations and the potential impact of non-compliance on business and fleet operations. Infringements of the regulations in given circumstances.	P2

			and impacts of non-compliance ensuring an informed workforce	<p>Appropriate actions in the event of Tachograph failure and / or misuse.</p> <p>Management of driver and company cards.</p> <p>Deciphering printouts.</p> <p>Operator and driver responsibilities.</p>	
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RH-M3 - Managing Compliance and Risk

Element		Assessment Criteria		Indicative Content	Assessment Type
E9	Operator Licensing	AC9.1	Outline the vehicles subject to operator licensing and the appropriate type of operator licences required in given circumstances	Types of operator licence. Vehicles in scope: national, international. Legislation governing operator licensing.	P1
		AC9.2	Describe the criteria that must be met and the undertakings that must be given when applying for all types of operator licence	Application process. Criteria to obtain a licence and to renew/review a licence. Appeals process. Legal undertakings relating to an operator licence. Changes to an operator licence.	P2
		AC9.3	Explain the role of the Traffic Commissioner	Operator compliance. Traffic Commissioners' role in monitoring any failure to meet the requirements of the undertakings. The action Traffic Commissioners can take and the consequence of those actions on operators and individuals. Relationship between DVSA and the Traffic Commissioners. Quality control procedures followed by Traffic Commissioners, including Operator Compliance Risk Score (OCRS). How the OCRS monitors compliance. The disciplinary measures available to the authorities. Most serious infringements.	P2

RH-M3 - Managing Compliance and Risk

Element		Assessment Criteria		Indicative Content	Assessment Type
E10	Road Traffic Accident Procedures	AC10.1	Describe what action is required in the event of an accident and appropriate procedures to prevent the recurrence of accidents or serious traffic offences	Procedures that must be followed in the event of a road traffic incident in the UK and EU. Process to be used when using the 'European Accident Statement' Requirements for providing information in the event of a road traffic incident anywhere in the UK and EU.	P2
		AC10.2	Outline the action required in the event of a road traffic collision or incident	Driver responsibilities What constitutes a reportable traffic collision Information required in the event of a road traffic incident anywhere in the UK and EU.	P1

Element		Assessment Criteria		Indicative Content	Assessment Type
E11	Insurance	AC11.1	Outline other compulsory and discretionary types of insurance and the cover provided including those relating specifically to a transport operation	Employer's liability and Third party motor insurance Invalidation of policies Discretionary insurance and their benefits Provisions and scope for obtaining medical treatment while abroad for employees, including the UK EHIC/GHIC.	P1

RH-M3 - Managing Compliance and Risk

Element		Assessment Criteria		Indicative Content	Assessment Type
E12	Planned Preventative Maintenance	AC12.1	Outline the requirement for and content of a daily walkaround check	All key aspects of daily walkaround checks, documentation used and keeping of records. Common methods to support a compliant daily check.	P1
		AC12.2	Outline the advantages and disadvantages of in-house and third party planned maintenance provision	Key elements required to support the requests of the Guide To Maintaining Roadworthiness. Vehicle Maintenance Unit (VMU) responsibilities In-house maintenance: Resources, facilities, equipment. Third party maintenance: Responsibilities, requirements.	P1
		AC12.3	Outline the documentation and record keeping requirements regarding planned preventative maintenance	Documents within a compliant maintenance system: Inspection sheets, defect reports, prohibition notices, service records, job cards as well as other relevant vehicle certifications. Record keeping. Document storage.	P1
		AC12.4	Outline the content and process for vehicle safety inspections	Time intervals. Standards and best practice.	P1
		AC12.5	Explain how you would construct and evaluate an effective and compliant maintenance plan of a given company or organisation	Aspects of vehicle maintenance planning and the keeping of records, for all items in the range. Processes and considerations for an effective vehicle maintenance plan: Legal requirements; guidance outlined by DVSA and the government; industry best practice; manufacturers advice; purpose and utilisation. Consideration of the circumstances in which a maintenance plan can become ineffective. Analysis of maintenance data.	P2

			<p>Effective measures to address any issues found and ways to rectify them.</p> <p>Creation of a maintenance plan from given data.</p> <p>Evaluation of a given maintenance plan.</p>	
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RH-M3 - Managing Compliance and Risk

Element		Assessment Criteria		Indicative Content	Assessment Type
E13	Plating and Testing	AC13.1	Outline the purpose, core elements and main considerations of the Plating and Testing Regulations in accordance with the Road Vehicles Construction and Use Regulations	Purpose of plating and testing. Vehicles subject to test. Manufacturers' plates. Type approval systems available to operators. Annual Examinations. Notifiable Alterations.	P1
		AC13.2	Explain the organisational procedures to be considered in complying with the Road Vehicles Construction and Use Regulations and the results of non-compliance	Procedures and documents involved in acquiring new vehicles, testing them and ensuring that they are kept in a roadworthy condition. Plating and testing procedure of vehicles and the planning to be considered. The procedures and forms used in roadside checks and the consequences to the operator's OCRS rating for noncompliance.	P2

Element		Assessment Criteria		Indicative Content	Assessment Type
E14	Weights and Dimensions	AC14.1	Outline the main UK limits on weights and dimensions and those generally applicable in the EU	Maximum weights and lengths. Projecting loads and abnormal loads. Categories of special types of vehicles and notification timescales to relevant authority. Overweight vehicles. Role of enforcement agencies.	P1
		AC14.2	Explain the processes for managing vehicles with	Processes associated with projecting and abnormal loads. Vehicle overloading.	P2

			projecting and abnormal loads, and reducing the risk of vehicle overload and bridge strikes	<p>Enforcement procedures.</p> <p>Use of weighbridges.</p> <p>Avoidance of bridge strikes.</p> <p>Operator and driver responsibilities.</p> <p>Relevant training.</p>	
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RH-M3 - Managing Compliance and Risk

Element		Assessment Criteria		Indicative Content	Assessment Type
E15	Safe Loading and Transit	AC15.1	Outline the requirements of regulations concerning carriage of dangerous goods	Key elements of the legislation on the carriage of dangerous goods by road: Vehicle markings; documentation. Relevant International Maritime Dangerous Goods (IMDG) and vehicle marking requirements. European Agreement concerning the International Carriage of Dangerous Goods by Road (ADR). Dangerous Goods Safety Adviser (DGSA) role and responsibilities.	P1
		AC15.2	Outline the main rules relating to the national and international carriage of certain perishable foodstuffs	UK rules and Agreement on the International Carriage of Perishable Foodstuffs and on the Special Equipment to be Used for such Carriage (ATP). Typical movements where the ATP will apply. Types of perishable foodstuffs. Temperature control. Regulations in relation to vehicles and containers: Testing certification; marking.	P1
		AC15.3	Outline the rules and procedures in relation to the transport of livestock	Transportation of live animals: Feeding; watering; route planning; record keeping; vehicle construction; cleaning; training requirements. Legislation.	P1
		AC15.4	Describe procedures for safely loading and unloading goods for a given company or organisation	Legislation and codes of practice: Department for Transport Code of Practice, 'Safety of Loads on Vehicles'. Safe loading: Staff training; overloading; vehicle types; unloading; weight distribution; stacking; securing loads; stowing loads.	P2

				<p>Load-handling equipment: Staff training; types of equipment; health and safety at work.</p> <p>Typical methods of loading.</p> <p>Matching the vehicle to the appropriate load.</p> <p>Responsibilities.</p>	
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RH-M3 - Managing Compliance and Risk

Element		Assessment Criteria		Indicative Content	Assessment Type
E16	Traffic Regulations and Speed Limits	AC16.1	Outline the traffic regulations in the UK for both road and types of vehicle, including offences and penalties	<p>Offences under the Road Traffic Act</p> <p>Motorway speed limits and Non – motorway speed limits.</p> <p>Penalties.</p> <p>Parking restrictions.</p> <p>Clearways motorway and bus lanes.</p> <p>Obstruction loading and unloading restrictions.</p> <p>Restrictions on the use of goods vehicles.</p> <p>Night Parking.</p> <p>Red Routes.</p> <p>Road markings and signs.</p>	P1
		AC16.2	Outline traffic regulations in EU countries on major transport routes	<p>International speed limits: notably Belgium, France, Germany, Italy, Netherlands and Spain.</p> <p>EU country specific traffic regulations: High visibility clothing; warning triangles.</p> <p>Movement restrictions in major European countries.</p>	P1

RH-M4 - Managing Transport Operations

Element		Assessment Criteria		Indicative Content	Assessment Type
E17	Contracts and Conditions of Carriage	AC17.1	Identify the different categories of transport auxiliaries, their role, functions and, where appropriate, their status	Services: Sub-contractors; freight forwarding services; warehousing and distribution services; groupage (consolidation) services; clearing houses.	P1
		AC17.2	Outline the different conditions of carriage, the rules relating to them, and how they can be applied	Key clauses contained within a contract of carriage: Conditions of carriage; claims for compensation. Compensation: loss; late delivery; damage. Industry conditions of carriage models.	P1

Element		Assessment Criteria		Indicative Content	Assessment Type
E18	Electronic Data	AC18.1	Outline the applications of electronic data transmission in road transport	Transport management systems: routeing; scheduling and timetabling Real-time information systems: Telemetry; Global Positioning System (GPS); satellite navigation. Staff scheduling systems Monitoring systems: Closed circuit television; onboard cameras; consignment tracking systems; proof of delivery. Data Protection in respect of the use of information & communication technology for transport operations.	P1
		AC18.2	Describe the benefits and requirements of electronic data transmission in road transport	Continuous improvement. Tracking and real-time data. Auditing and evidence. Data Management.	P2

RH-M4 - Managing Transport Operations

Element		Assessment Criteria		Indicative Content	Assessment Type
E19	Vehicle Selection	AC19.1	Explain what should be considered when selecting vehicles for a given undertaking ensuring operational requirements are met	<p>Costing and environmental impact: vehicle and engine type; transmission and braking systems; suspension, wheels, tyres and axles; loading and other ancillary equipment; emission standards.</p> <p>Consideration of the type of load to be carried.</p> <p>Consideration of operator licensing requirements for national vs international journeys</p> <p>Consideration of journey length, restrictive routes such as bridges and security.</p> <p>Vehicle configurations and specifications.</p>	P2

Element		Assessment Criteria		Indicative Content	Assessment Type
E20	Vehicle Costings	AC20.1	Explain how you would calculate and prepare costs to operate to ensure correct pricing in the context of a transport operation and outline the value of a vehicle costing system	<p>Fixed costs, variable costs, overheads and depreciation.</p> <p>Costs on a per vehicle, per unit distance travelled, per time period, per journey or per unit of quantity basis.</p> <p>Vehicle standing costs.</p> <p>Repairs and maintenance costs.</p> <p>Contribution to costs from a given journey rate.</p> <p>Determining the most cost-effective option.</p> <p>Consequences of currency exchange rates.</p> <p>Charge out rates.</p> <p>Profit Requirements.</p> <p>Calculating rates.</p>	P2

RH-M4 - Managing Transport Operations

Element		Assessment Criteria		Indicative Content	Assessment Type
E21	Vehicle Taxation	AC21.1	Outline the designation of different vehicle types	Tax Classes: Private/Light Goods (PLG); light goods vehicles; Euro 4 light goods vehicles (tax class 36) weighing no more than 3,500kg; Euro 5 light goods vehicles (tax class 36) weighing no more than 3,500kg; Heavy Goods Vehicles (HGV); Private/HGV; special types; Haulage vehicles; special vehicles; small island vehicles; recovery vehicle; special concessionary; emergency vehicles; exempt vehicles.	P1
		AC21.2	Outline the basis for calculating rates of Vehicle Excise Duty (VED) for road haulage and recovery vehicles including the availability of reduced rates for low pollution vehicles	Determining VED rates: Factors; special classes. Processes used in VED administration.	P1
		AC21.3	Outline the role and processes of the DVLA as the issuing agency	Payment and refund procedures. Statutory Off Road Notices (SORN). Conditions under which trade licences can be obtained and used. Trade plates: Compliant use; penalties.	P1
		AC21.4	Outline the conditions under which recovery vehicles can be used	Purpose and use Operational restrictions.	P1

RH-M4 - Managing Transport Operations

Element		Assessment Criteria		Indicative Content	Assessment Type
E22	Permits and Methods of Operating	AC22.1	Explain the requirements to be considered for the main methods of road-based transport in relation to haulage operations	Types of road haulage journeys: own account; cabotage; third country movements.	P2
		AC22.2	Describe the rules and procedures relating to permits required when travelling to or through certain countries	Rules and procedures relating to permits: bi-lateral; multi-lateral. Administration processes: Application; timelines; validity. ECMT: conditions of use; end-to-end documentation requirements; permit issue and return processes. Permit documentation to be carried on the vehicle: vehicle; the driver; the load.	P2
		AC22.3	Outline the requirements for international road haulage permits	International road haulage permits.	P1

Element		Assessment Criteria		Indicative Content	Assessment Type
E23	Incoterms	AC23.1	Outline the meaning and implications of individual Incoterms including the responsibility of buyers and sellers in relation to each	EX WORKS (EXW). FREE CARRIER NAMED PLACE (FCA). CARRIAGE PAID TO (CPT). CARRIAGE AND INSURANCE PAID TO (CIP). DELIVERED AT TERMINAL (DAT). DELIVERED AT PLACE UNLOADED (DAP). DELIVERED DUTY PAID (DDP).	P1

RH-M4 - Managing Transport Operations

Element		Assessment Criteria		Indicative Content	Assessment Type
E24	Frontier Crossings	AC24.1	Outline border crossing formalities	Passport and visa procedures. Anti-smuggling and other security controls. Immigration controls. Controls on prohibited and restricted goods. Documentary requirements relating to certain types of goods: Plants; live animals.	P1
		AC24.2	Describe the security procedures and policies involved with border crossing formalities	Security procedures, policies and controls: Anti-smuggling; Clandestine entrants.	P2

Element		Assessment Criteria		Indicative Content	Assessment Type
E25	Customs Transit Systems	AC25.1	Outline what should be considered when planning an international journey making particular reference to the rules governing customs transit regimes	Rules governing customs transit regimes: Common Transit Convention (CTC); New Computerised Transit System (NCTS); pre notification; TIR (Transports Internationaux Routiers / International Road Transport), ATA Carnet; and CPD Carnet (Carnet de Passages en Douane);	P1

RH-M4 - Managing Transport Operations

Element		Assessment Criteria		Indicative Content	Assessment Type
E26	Transport Documents	AC26.1	Outline the documents required for the driver, the vehicle and the load for all journeys domestic and international and the responsibilities for issuing relevant documents	Appropriate customs arrangements and documentation covering the requirements for the UK licence to the Community. The roles and responsibilities of enforcement authorities. Documentation for driver, vehicle and load. Employment status notification.	P1
		AC26.2	Describe the documents required for the driver, the vehicle and the load for all journeys domestic and international	Documentation for driver, vehicle and load for a given journey.	P2

Element		Assessment Criteria		Indicative Content	Assessment Type
E27	CMR (Convention on the Contract for the International Carriage of Goods by Road)	AC27.1	Outline the rules contained in the CMR	The rules and regulations contained within the CMR Convention.	P1
		AC27.2	Describe the rights and obligations contained in the CMR Convention on the Contract for the International Carriage of Goods by Road	The circumstances when the CMR convention would apply to a national carrier. The limits of liability for loss, delay and damage. The defences available to hauliers, consignors and consignees in the event of a claim.	P2

Element		Assessment Criteria		Indicative Content	Assessment Type
E28	Budgeting	AC28.1	Explain how you would prepare and monitor a budget in the context of a transport operation	<p>The function of a budget when it could be used and how it is presented.</p> <p>Process for creating a budget from data supplied.</p> <p>Forecasting income, cost control, cash flow, debt factoring.</p> <p>Managing deviations from budgeted figures.</p>	P2

Appendix 1 – Case Studies

The CILT(UK) Level 3 Certificate of Professional Competence for Transport Managers (Road Haulage) Paper 2 is an open book assessment, whereby Learners may refer to learning materials used during their course of study.

Questions in Paper 2 relate to case studies which are pre-published in this document.

Each case study follows the same format and further details of their purpose and usage can be found earlier in this document in the section covering [Paper 2 - Knowledge Application in the Workplace – Case Study Assessment](#).

Each case study follows the same format as listed below:

- Summary of Organisation
- Fleet
- Workload and Contracts
- Processes and Procedures
- Enforcement and Monitoring Activity
- Future Plans

These case studies will be revised from time to time. This will be communicated to Learning Partners through a new revision of this document, which is also published on the CILT(UK) website.

Case Study RHCS1 - Intermove Logistics Ltd

Summary of Organisation

Intermove Logistics Ltd is based in Bristol (England) and holds a standard international operator licence with an authorisation for 10 vehicles and 3 trailers. The company's current nominated Transport Manager is due to retire soon, and the Operations Director intends to become the nominated Transport Manager.

Fleet

QTY	Vehicle Specification
2	7,500kgs Gross Vehicle Weight (GVW) curtain-sided vehicles equipped with a tail lift.
2	12,000kgs GVW curtain-sided vehicles equipped with a tail lift.
3	26,000kgs GVW rigid box vehicles equipped with a tail lift and sleeper cab with double bunk.
3	44,000kgs Gross Training Weight (GTW) tractor units with a sleeper cab, drawing 3 axle rigid box semi-trailers equipped with a tail lift.

All vehicles are standard length.

Workload and Contracts

The company has a contract to deliver goods to a customer's warehouse in Rosenheim (Germany), twice a week. It has also secured a lucrative contract from the same customer to collect goods from the warehouse in Rosenheim and return them to its Bristol warehouse. Consignments are then broken up into smaller units and distributed across the UK. The round trip involves ferry crossings between Tilbury (England) and Zeebrugge (Belgium).

The company also has a contract to collect furniture for a bespoke sofa manufacturer and deliver it to retail sites across the UK. Orders have tripled in the last six months due to an enhanced internet presence. Mileage has increased significantly over this period. Drivers on national operations are spending more time away from the operating centre during the week in order to maximise the viability of the many new routes.

Processes and Procedures

All vehicles are inspected every eight weeks, whilst trailers are inspected at 10-weekly intervals. Drivers are instructed to carry out vehicle walkaround checks at the start of every shift.

Maintenance is outsourced to a local provider, who provides a plan limited to safety inspections and servicing for the next 12 months at the start of each year. All vehicles are covered by a maintenance contract which expires at the end of the year.

Bulky items are moved by hand when they are relatively light. Roll cages are used for wooden furniture, which is often small but heavy. The nationwide contract to deliver furniture has increased pressure on schedules to the point where some drivers are cutting corners when making deliveries. There have been a number of personal injury claims from drivers, as well as complaints from store staff and members of the public.

Enforcement and Monitoring Activity

Over the previous six months, the company has been issued with a number of delayed prohibition notices for both vehicles and trailers. Within the last month, one of the vehicles was stopped at Swansea (Wales) in a roadside check. The trailer was issued with an immediate 'S' marked prohibition notice for two tyres which were below the minimum tread depth.

In addition, the digital tachograph unit had recorded a single mileage discrepancy of 137km when no driver card was inserted. The directors are concerned about the mileage discrepancy and on investigation, you have established that this is not an isolated event. Most vehicles have discrepancies of 1km, but greater discrepancies total 414km over six months.

The company's combined Operator Compliance Risk Score is currently graded Amber.

Future Plans

The Operations Director is considering establishing an additional operating centre in Dartford (England).

Case Study RHCS2 - AB Drive Ltd

Summary of Organisation

AB Drive Ltd is a well-established transport company which can offer refrigerated transport solutions. The company is registered in the UK, based in Telford (England), and operates within the UK and Europe. The business has grown substantially in recent years.

The company's Vehicle Maintenance Unit (VMU) enables it to carry out routine maintenance and repairs for all vehicles, trailers and lifting equipment. In addition, the VMU maintains and repairs fleets for external customers.

Within the last six months, experienced vehicle technicians have left the business and the VMU Manager has taken early retirement. The company has been unable to permanently recruit for these positions and, as a temporary measure, two of the unit's Shift Managers will share responsibility for managing the reduced workforce that remains. Safety inspections have largely been undertaken on time, however there are shortcomings in overall service provision and administration.

Fleet

The fleet consists of 60 vehicles and 120 trailers, 90 of which are refrigerated.

The fleet of refrigerated vehicles is almost three years old and is due for replacement. The company has given assurances to customers that it will specify the highest standards of vehicle design, in order to minimise the impact of its fleet on the environment.

Workload and Contracts

40 vehicles and 80 trailers are dedicated to international work. A network of UK regional producers delivers goods to the chilled distribution centre at Telford, from where the company makes daily deliveries to Belgium, France, Spain, Italy, and Portugal. On the return leg, artisan and specialist food products are collected that are bound for destinations in the UK or EU countries. The routes regularly keep drivers away from home for several days.

The company has a weekly contract to deliver refrigerated goods to a customer's distribution centre in Naples (Italy). Once unloaded, the vehicle is reloaded with goods bound for one of the customer's sites in Lyon (France). From there, the vehicle returns fully laden to the Telford distribution centre.

Processes and Procedures

To maintain a quick turnaround of driver and vehicle data, the whole fleet is equipped with remote tachograph download equipment. Remote downloading of vehicle unit and driver tachograph card data occurs every four days.

Enforcement and Monitoring Activity

A recent visit to the Telford site was made by the Driver and Vehicle Standards Agency (DVSA) and this resulted in delayed vehicle prohibitions. In addition, the company was requested to provide raw tachograph data for the last three months.

One of their maintenance customers operates eight 26,000kg Gross Vehicle Weight (GVW) rigid vehicles equipped with tail lifts. The owner has approached the Directors to understand why its Operator Compliance Risk Score (OCRS) has deteriorated in the six months since it was last reviewed. Annual test preparation was contractually agreed, and it has submitted vehicles to the VMU for this activity to be carried out.

Future plans

The company is considering the feasibility of opening a second distribution centre in Ashford (England) to support its international contracts.

Case Study RHCS3 - SFR Express (UK) Ltd

Summary of Organisation

SFR Express (UK) Ltd has been based in Gateshead (England) since it started trading as a parcels courier offering a “safe, fast and reliable” service to local homes and businesses, on behalf of online retailers. Rapid expansion, largely due to internet shopping, prompted the owners to incorporate the business in April 2017. At that time, the company applied for, and was granted, a standard national operator licence authorising 13 vehicles. The only operating centre is at Gateshead.

Fleet

QTY	Vehicle Specification
33	3,500 kgs Gross Vehicle Weight (GVW) panel vans
12	7,500 kgs GVW box vehicles with tail lifts

Workload and Contracts

SFR Express (UK) Ltd now delivers small packages to domestic and commercial premises throughout the north of England and the Scottish borders. The company currently employs 54 staff, most of whom are drivers.

Processes and Procedures

The small vehicle fleet is currently maintained by two workshops in Gateshead. The operator licence fleet is maintained by the dealership at its workshop in Washington (England), four miles south of the depot.

Goods are collected from the customer’s warehouse in Newcastle (England). From there, they are taken to the Gateshead depot before being sorted in readiness for loading onto small vans for distribution.

Enforcement and Monitoring Procedures

The Transport Manager left the business seven months ago, after a period of ill health during which they spent little time at work. The Directors have since struggled to obtain their Operator Compliance Risk Score (OCRS) and the last copy on file is dated from 20 months ago.

Within the last 12 months, the specified fleet has been issued with a number of immediate or delayed vehicle prohibitions for defective tyres and lamps. In one of these encounters, the driver was carrying an expired Driver Qualification Card (DQC). In addition, some of the larger vehicles were not presented to the workshop in time for planned MOT preparation, and subsequently failed the test.

Future Plans

The company will tender for a lucrative contract from a customer based in Glasgow (Scotland) and is considering taking on the lease for a site in Paisley (Scotland). The last occupier ran a fleet of large goods vehicles from the site before its lease expired and it moved to larger premises. The Directors are keen to resurrect it as an operating centre.

The leaseholder has introduced the Directors to a maintenance provider who leases another of its sites a short distance away. The provider is prepared to maintain the company’s fleet, initially on a three-year contract. This would be the first occasion on which its workshop would be used to maintain another operator’s fleet. The Directors will consider this as an option.

The Directors have been made aware of a number of Clean Air Zone (CAZ) initiatives in Scotland and the north of England. It is anticipated that the legislative requirements of these zones, available infrastructure, and projected cash flow will all influence the fleet procurement plan.

Case Study RHCS4 - Shropshire Outdoors Ltd

Summary of Organisation

Shropshire Outdoors Ltd is a family-owned business based near Shrewsbury (England). The company currently holds a restricted operator licence for the distribution of outdoor clothing, equipment and accessories from the Shrewsbury warehouse to its network of branded stores throughout the UK. Shrewsbury is currently the only operating centre.

The company has recently purchased an existing family-owned business from a competitor. This adds four more stores in Wales at Aberystwyth, Llandrindod Wells, Haverfordwest and Tenby to its portfolio.

Fleet

Qty	Vehicle Specification
1	7,500kgs GVW box van equipped with tail lifts
4	18,000kgs GVW box vehicles equipped with tail lifts
13	32,000kgs GVW box vehicles equipped with tail lifts
7	40,000kgs articulated vehicles with box semi-trailers, equipped with tail lifts. Three of these tractors are also equipped with bunks for the crew.

Workload and Contracts

A weekly delivery is made to each of its retail stores, though premium stores in England at Shrewsbury, Keswick and Guildford have deliveries twice a week.

Processes and Procedures

The Directors are concerned about the fleet's environmental impact. The company wants to be seen as a compliant operator that cares about the environment. It has identified the need to update its transport compliance processes in direct response to the issues found at roadside encounters.

Enforcement and Monitoring Procedures

Drivers are instructed to carry out an effective walkaround check of their vehicle at the start of each shift. To ensure this is done, the management team checks that other work is recorded on the tachograph, before driving commences.

A vehicle was recently stopped in south Devon (England). The Driver and Vehicles Standards Agency (DVSA) Examiner found defects to an outer nearside rear tyre, a missing registration plate lamp and an overloaded front axle due to half of the load having been removed. The driver was issued with a prohibition notice which has now been cleared.

Future Plans

The company is expanding its network of distribution centres. Whilst the company searches for a site in the north of England, it has also identified a suitable operating centre near Reading (England), which it will lease. The site has been unoccupied for several months.

The previous occupier at Reading had a vehicle maintenance unit adjacent to the site. The company is currently discussing the potential for this to support its business operations. The workshop site is 2.25 acres. The previous operator installed four long vehicle bays, three inspection pits and two Authorised Testing Facility (ATF) lanes.

The Directors have appointed a working group for the acquisition of a fleet of new vehicles for the Reading operation, with a primary objective to reduce its carbon footprint; 90% of which is associated with the fleet. Driving efficiencies and reduction of carbon emissions

are a priority, so the Directors are prepared to invest in the infrastructure to deliver the company's values.

The business has many long-serving employees; however the Directors are aware of an impending driver shortage. The company is considering how it might draw on the existing workforce to resolve this issue.

Case study RHCS5 - Carz2U Ltd

Summary of Organisation

Carz2U Ltd is a vehicle logistics company based in Tamworth, England, also operating a small depot in Bellshill, Scotland. There are three directors and two nominated transport managers. Carz2U Ltd runs a fleet of car transporters based in the UK which also travel abroad.

Fleet

Carz2U Ltd has a fleet of 25 vehicles: 12 x 44t articulated units and 13 x 26t rigids as well as 14 trailers. There are 7 of these rigids based in Bellshill and the rest of the vehicles are at Tamworth. These vehicles are a mixture of traditional car transporters plus a small fleet of specialist trailers which can be used to move horticultural equipment including large ride-on mowers.

Workload and Contracts

The core business is moving new vehicles from UK manufacturing sites and ports to dealerships and compounds. Carz2U Ltd also move horticultural equipment from Bristol to Strasbourg in France and have return loads of vehicles from Bavaria in Germany to Scotland.

Carz2U Ltd has just won a contract with Karkompoundz GbmH who import vehicles to Sheerness port, Kent. This will involve delivering cars and welfare unit vans across the UK to both its dealer network and compounds, as well as undertaking work moving high specification vehicles for exhibitions.

Carz2U Ltd are about to apply for an interim Operators' Licence at Maidstone in Kent to start the Karkompoundz GmbH contract. This requires two "wagon and drag" car transporters all with prime movers and trailers, plus two 44t unit and specialist trailers.

Carz2U Ltd employ 7 drivers in Bellshill and 21 in Tamworth. Of these 21, one driver is a spare to cover for holidays and two drivers have zero hours contracts.

Processes and Procedures

The Tamworth vehicle fleet is currently maintained by a local maintenance provider with specialist fitters who are trained in maintaining car transporter superstructures. The Bellshill-based vehicles are also maintained by a local dealership on a repair and maintenance contract.

The transport managers are both based at Tamworth, but one travels up to the Bellshill depot twice a month.

Enforcement and Monitoring Activity

The Bellshill depot received a desk-based audit from the DVSA after a routine vehicle stop found that drivers' hours and Working Time infringement levels were high.

The OCRS for Bellshill is Amber, Amber due to historical issues with prohibition notices (PG9s) and previous issues with maintenance. In Tamworth it is Green, Green.

Future Plans

Carz2U Ltd is planning to set up a depot in Lancashire. It is also keen to win more international work.

Case Study RHCS6 - Fast Food Haulage Ltd

Summary of Organisation

Fast Food Haulage Ltd is a new transport business which has just been established based on a recent contract win to collect pallets of food from a wide area then deliver pallets of food in the CV postcode area, all on a next day basis. The owner holds a CPC.

Workload and contracts

Fast Food Haulage Ltd is also looking at whether to buy or lease the vehicles and the options for maintenance. The requirement is for 3 x vans up to 3.5t, 2 x vans at 4.5t and 2 x 7.5t box rigids. There is also a requirement for one articulated vehicle and a curtain sided trailer (44t).

One of the 7.5t vehicles and the trailer both have tail-lifts which will be used for loading and unloading; therefore people will also be lifted.

Processes and Procedures

Fast Food Haulage Ltd is in the process of setting up the office in Coventry and has appointed a transport administrator to help. The administrator is writing some processes for recruitment which is their first priority. Fast Food Haulage Ltd is also considering how the team will manage the drivers and is looking at a number of tachograph analysis systems and other IT systems to assist the business.

Enforcement and Monitoring Activity

The owner has previously been involved in a Public Inquiry and came close to losing their good repute. They are therefore very aware of the need for good procedures for driver and vehicle management. Being the CPC holder, the owner could go on the O Licence but would rather recruit a Transport Manager. However, it is unlikely Fast Food Haulage Ltd will be able to afford to employ a Transport Manager straight away.

Future Plans

Fast Food Haulage Ltd is keen to expand its network and undertake similar work abroad as soon as possible.