

Level 3 Certificate of Professional Competence for Transport Managers (Road Haulage)

Examination Date – 10th December 2021

Chief Examiner Report

General Comments

This was the third examination for the Level 3 Certificate of Professional Competence for Transport Managers (Road Haulage) to be offered to candidates by Skills and Education Group Awards with a total of 766 candidates.

As is always the case, the pass mark for this paper was set as part of the Awarding process. The pass mark was set at 30 and 54.9% of candidates achieved this level.

The R1 (Multiple Choice) paper was also considered at the awarding meeting and examiners concluded that the pass mark for this paper should be set at 41 meaning 44.9% of candidates achieved this mark.

Centres are reminded that candidates should not use loose sheets to answer questions unless all of the blank additional sheets in the answer booklet have been used. Where it is necessary to use loose sheets, they must be plain lined pages, not templates for any particular type of question and they must be clearly marked with the centre name and number and the candidate's name and number.

It is important for candidates to note that examiners will always mark the first answer given in the answer booklet, unless it has been clearly crossed out and annotated to show that the candidate has rewritten the answer on a different page.

We would remind candidates that this examination is not a test of handwriting, spelling, grammar or punctuation, but it is important that examiners are able to read and understand the answers being given. The crucial factor, as with all examinations, is that candidates must read each question carefully. This includes the notes attached to each question, as marks are so often lost by candidates because they did not follow all instructions given. Examiners will always give candidates very clear instructions in each question and it is therefore critical that candidates follow every instruction and answer exactly what is being demanded of them.

Comments on the following pages for individual questions are designed to assist students and tutors when training for future examinations.

Question 1

You are required to submit an organisation chart for Zambesi's transport operation. Use the information provided in the case study to draw an organisation chart that shows only current transport department staff across all depots.

Notes:

You **MUST** show all reporting lines.

Where more than one member of staff is in a role, you **MUST** give the number of people in that role. Employee names are not required.

While the production of an organisation chart is not in itself difficult, this question sought partly to examine candidates' ability to follow detailed instructions. Many candidates did not follow the explicit instructions in the question to only include current transport department staff. While the inclusion of non-transport staff did not result in the loss of any marks, it did appear in many cases to cause candidates to miss some of those staff who should have been included. A further common error which caused loss of marks was to not give the number of people in each role, again, as was specifically demanded in the question.

The following criteria were used when marking this question -:

Role	Marks
Group Transport Director at top	1
Group Transport Supervisor reporting to Group Transport Director	1
Transport Manager Depot 2 reporting to Group Transport Director	1
Transport Manager Depot 3 reporting to Group Transport Director	1
4 drivers at Depot 1 report to Group Transport Director	1
2 drivers at Depot 2 report to Transport Manager Depot 2	1
driver at Depot 3 report to Transport Manager Depot 3	1

Question 2

You are required to provide driver and vehicle scheduling information for the delivery routes operated by Zambesi.

Use the information provided in the case study to calculate the latest possible times for the vehicles to depart Depot 1 for routes A, B and C on 10 January 2022.

Notes:

You are **NOT** required to provide detailed driver schedules for these routes.

You **MUST** show all your workings including the total driving time and duty time for each route.

This question required candidates to work out how long the completion of each one of four routes would take. Each route included periods of driving, other work and break. By totaling the times for these and then working back from the given finish time, it was possible to calculate the required start time. The notes to the question demanded that candidates must show the total driving time and duty time, as well as the start time. Almost all candidates correctly calculated and stated the driving time on each route, but few correctly calculated the total duty time and hence the start time necessary in order to end their duty at the required time.

A correct answer is given below:

Route	Start time	Total time	Driving time
A	05.30	17.50 hours OR 17 hours 30 mins OR 17½ hours	13.75 hours OR 13 hours 45 mins OR 13¾ hours
B	06.30	14 hours	10hours
C	04.00	12.50 hours OR 12 hours 30 mins OR 12½ hours	9 hours

Question 3

You are required to provide driver and vehicle scheduling information for the delivery routes operated by Zambesi on 10 January 2022.

- (a) Use the information provided in the case study to allocate the minimum number of drivers to operate routes A, B and C on 10 January 2022.

Note:

You **MUST** name the driver(s) you will schedule to operate each route.

Route A.....

Route B.....

Route C.....

- (b) Use the information provided in the case study to allocate the minimum number of drivers to operate routes D, E and F on 10 January 2022.

Note:

You **MUST** name the driver(s) you will schedule to operate each route.

Route D.....

Route E.....

Route F.....

This question was very well answered with 63% of candidates gaining full marks and 85% gaining at least half of the available 6 marks.

Question 4

Use the information provided in the case study to complete a driver schedule for Route G, to be operated on 10 January 2022.

Your schedule must begin when the driver starts work at the latest possible time at Depot 3 and end when the vehicle arrives back at that depot.

Notes:

You **MUST** show a start time, finish time, and a clear description of each activity for each time period.

You are **NOT** required to give tachograph modes.

This was a very straightforward driver schedule, comprising only seven lines. The vehicle on the route was required (stated in the case study) to return to its starting point at 1530hrs. Candidates had to calculate driving time using the given distance and average speed figures, then add the unloading and reloading time and any necessary break time, in order to establish a starting time. Most candidates did this correctly, but in many cases, scheduled a break too early, thereby losing marks, as this did not comply with the company policy of always taking breaks as late as legally possible.

As is always the case with a driver schedule, the examiner will stop marking at any point where a schedule becomes illegal. In this case, that was at 1300hrs if candidates did not schedule a break. Candidates who scheduled only a 15 minute break at 1300hrs and a further 30 minutes after 4½ hours driving did not comply with the company policy and were awarded no further marks beyond the 15 minute break.

A correct schedule is given below.

Start time	Finish time	Activity
0700	0715	Checks
0715	0800	Load
0800	1100	Drive
1100	1145	Unload
1145	1300	Drive
1300	1345	Break
1345	1530	Drive

Question 5

David has been asked to prepare a plan to base a new 44,000kg GTW articulated combination at Depot 3, to be used to deliver goods from that depot to Paris, and to carry goods for the UK market on its return journey.

Use the information provided in the case study to calculate the total cost to Zambesi of completing one round trip journey.

Notes:

You **MUST** name each cost item and give a total for each, rounded up to the nearest 1p. You **MUST** show all your workings

This was a typical costing question and was well answered, the only common errors being to not give total costs for each cost item or to use an incorrect method for converting Euros to Sterling.

Many candidates worked out a daily cost for each of the standing costs and only multiplied the total of these by two thereby giving a combined total cost, rather than multiplying each by two to obtain the total cost for each item.

When calculating the sterling values of the French management charge, the driver overnight allowance and the French motorway tolls, a significant number of candidates multiplied the Euros figure by the conversion rate of £1 = €1.15 instead of dividing it.

Correct figures, with calculations are shown below.

Tractor unit leasing	$£22,113 \div 180 \times 2$	£245.70
Trailer leasing	$£6,102 \div 180 \times 2$	£67.80
Insurance	$£4,005 \div 180 \times 2$	£44.50
Admin	$£12,600 \div 180 \times 2$	£140.00
Management charge	$€ 200 \div £1.15$	*£173.91 or £173.92
Driver wages	$£125 \times 2$	£250.00
Employment costs	$£250 \times 20\%$	£50.00
Overnight allowance	$€ 58 \div 1.15$	*£50.43 or £50.44
Fuel	$710\text{km} \div 10\text{kpl} \times £1.20$	£85.20
Le Shuttle	$£ 258 \times 2$	£516.00
Tolls	$€ 149.50 \div 1.15$	£130.00
Total cost		*£1,753.54 or £1,753.56

*During standardisation it was found that a substantial percentage of candidates rounded down the management charge and overnight allowance. Therefore we have taken a decision to accept both answers where a candidate could have been disadvantaged.

Question 6

Zambesi is considering whether or not to renew the contract with WHL. It may decide to operate delivery Routes H to L itself. You are required to advise David.

- (a) Using the information provided in the case study, describe **THREE** advantages and **THREE** disadvantages to Zambesi of operating delivery routes H to L itself.

Advantages

Disadvantages

- (b) Identify **THREE** Zambesi direct cost items that would increase, if the company takes over delivery routes H to L.

Many candidates answered part (a) of this question without having made reference to the issues which David established when reviewing the sub-contractor's proposal. Many of the answers given did not therefore have any relevance to the facts given in the case study. Candidates should remember to always answer the questions in the case study examination with reference to information given in the case study itself.

In this case, answers which related to the cost-effectiveness of bringing the work 'in-house' did not attract any marks, as any financial advantage or disadvantage could not be established using the information given.

Part (b) of the question asked specifically about direct cost items which would increase in the event of bringing the work 'in-house'. This part was well answered, although marks were lost if an answer was too vague, for example, simply stating 'vehicle cost'. Some candidates lost marks by identifying indirect costs, rather than direct costs as was asked.

Question 7

1. Zambesi is considering its future plans, as described in the case study. You are required to advise David about operator licensing implications.
 - (a) Outline ONE action related to operator licensing that Zambesi would have to take before it can operate the deliveries to and collections from Paris.
 - (b) Outline NINE actions related to operator licensing that Zambesi would have to take before it can start operating the delivery routes currently contracted to WHL.

Notes: Actions that are the same for depots 4 to 7 (inclusive) should be outlined only ONCE.

Actions that relate to fewer than four depots MUST be outlined individually, and the relevant Traffic Area MUST be identified.

This question covered the operator licensing area of the syllabus and was, as is so often the case not well answered. One of the primary responsibilities of a transport manager is to ensure compliance with all aspects of operator licensing and therefore, detailed knowledge of this syllabus area is essential for the aspiring manager.

Some correct answers are given below

(a)	<u>Apply</u> for increased vehicle authorisation at Depot 3 OR South Eastern Traffic Area
	<u>Apply</u> for operator licence in West Midlands Traffic Area
	<u>Apply</u> for operator licence in Western Traffic Area
	<u>Apply</u> for operator licence in North Western Traffic Area
	<u>Apply</u> for new operating centre in Eastern Traffic Area
	<u>Place</u> advertisement(s) in local newspaper
	<u>Submit</u> advert copy
(b)	<u>Submit/upload</u> financial evidence OR bank statements OR audited accounts
	<u>Submit/upload</u> details of professionally competent person(s)
	<u>Submit/upload</u> transport manager certificate
	<u>Submit/upload</u> maintenance details
	<u>Submit/upload</u> copy safety inspection sheet(s)
	<u>Submit/upload</u> Plan OR sketch of operating centre(s)
	Pay fees

**Chief Examiner
21st January 2022**