



**The Chartered  
Institute of Logistics  
and Transport**



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

## Passenger Transport Qualification Specification

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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:** 157 hours, including 72 hours Guided Learning.

**Total Unit Time:** 157 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.

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](http://www.ciltuk.org.uk) for a list of Learning Partners, or contact the Awarding Organisation on [ao@ciltuk.org.uk](mailto:ao@ciltuk.org.uk).

## Assessment Content – regulatory and legislative updates

When changes to assessment content relevant to the CILT(UK) AO qualifications are required in reaction to external requirements, such as UK Government rules, guidance, legislation and regulations, the changes will become examinable in detail from the examination session that is six months after the date that the change has come into place.

However, Learners will be expected to be essentially up to date at the time of the examination and, whilst a detailed knowledge will not be expected, reference to new or impending government guidance, legislation, and regulations where relevant to an examination question, will be given credit.

CILT(UK) Awarding Organisation Learning Partners are expected to ensure their content delivery and accompanying course notes remain current with regard to new government guidance, legislation, and regulations.

## 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:

### **PT-M1 Managing Business Operations**

- Business and Company Law
- Commercial Conduct
- Financial Management and Business Taxation
- Human Resources and Industrial Relations
- Business Performance

### **PT-M2 Managing Drivers**

- Driver Licensing
- Drivers Hours and Records

### **PT-M3 Managing Compliance and Risk**

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

### **PT-M4 Managing Transport Operations**

- Contracts of Carriage and PSV Conduct Regulations
- Passenger Road Transport Service Operations
- Electronic Data
- Vehicle Selection
- Vehicle Costings
- Vehicle Taxation
- Transport Documentation and Frontier Crossings

## Assessment Criteria

Four terms are used 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 candidate'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 choice 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 criteria are **identify** and **explain**.

## Paper 1 - Knowledge Test - Multi Choice Response

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

Multi-choice 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. Learners should not have sample question papers/mark schemes or full pages of handwritten notes to refer to in the examination.

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 will never be given a case study or assessment while not being permitted to complete it by accessing 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, and 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 the specific modules listed below relating to the featured case study. 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:

- PT-M2 Managing Drivers
- PT-M3 Managing Compliance and Risk
- PT-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
- Calculate - multi-faceted equations, showing working out
- Create - scrutinise or complete 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 should 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 are listed below:

- **PTM2 Managing Drivers**

AC7.1.2 Explain how to compile, evaluate and review schedules for drivers.

- **PTM3 Managing Compliance and Risk**

AC11.2.4 Explain how you would construct an effective and compliant maintenance plan of a given company or organisation.

- **PTM4 Managing Transport Operations**

AC19.1.1 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 (Passenger Transport) 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.

## Learning Outcomes, Assessment Criteria and Indicative Content

### PT-M1 - Managing Business Operations

| Element |                          | Learning Outcome |                                                                                                                                       | Assessment Criteria |                                                                                                                                                                                                            | Indicative Content                                                                                                                                                                                                                                                                                                                                                                          | Assessment Type |
|---------|--------------------------|------------------|---------------------------------------------------------------------------------------------------------------------------------------|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| E1      | Business and Company Law | LO1.1            | Be familiar with the main types of contract used in road transport and with the rights and obligations arising therefrom (A1)         | AC1.1.1             | 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              |
|         |                          | LO1.2            | Have appropriate knowledge of the various forms of commercial companies and the rules governing their constitution and operation (B2) | AC1.2.1             | 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.<br>Company Formation and Registration process and relevant documentation required in setting up a business:<br>Memorandum of Association; Articles of Association; Registers; Prospectus (PLC's); Listing PLCs.<br>Limited Liability Partnerships; Deed of Partnership; Sleeping Partners, Agent Status, Partnership Dissolution. | P1              |

|  |  |       |                                                                                                                                                                                                                         |         |                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                         |    |
|--|--|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|
|  |  | LO1.3 | Be familiar with the conditions and formalities laid down for plying the trade, the general obligations incumbent upon transport operators (registration, record keeping, etc.) and the consequences of bankruptcy (B1) | AC1.3.1 | Outline the responsibilities and liabilities placed upon individuals and companies                                                                                                                  | Key responsibilities for shareholders, PSC (Person of significant control) directors and company secretary.<br>Types of shares: ordinary and preference. The purpose of share capital.<br>Methods used to wind up an entity and the role of the liquidator.<br>When an individual may become bankrupt and the possible implications to an operator licence. Record keeping.             | P1 |
|  |  |       |                                                                                                                                                                                                                         | AC1.3.2 | Explain appropriate systems and processes for ensuring compliance to regulations considering record keeping, organisational compliance and impacts of non-compliance ensuring an informed workforce | Appropriate systems.<br>Compliance with the regulations and the potential impact of non-compliance on business and fleet operations.<br>Infringements of the regulations in given circumstances.<br>Appropriate actions in the event of tachograph failure and/or misuse.<br>Management of driver and company cards.<br>Deciphering printouts.<br>Operator and driver responsibilities. | P2 |

| Element |                    | Learning Outcome |                                                                                                                                                                    | Assessment Criteria |                                                                                                     | Indicative Content                                                                                                                                                               | Assessment Type |
|---------|--------------------|------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|-----------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| E2      | Commercial Conduct | LO2.1            | Be familiar with the laws and practices regarding the use of cheques, bills of exchange, promissory notes, credit cards and other means or methods of payment (E1) | AC2.1.1             | Outline the various methods of payment used across business                                         | Methods of payments for work completed Cash, Cheques, Cards, BACS and internet payments.                                                                                         | P1              |
|         |                    | LO2.2            | Be familiar with the various forms of and the charges and obligations arising therefrom (E2)                                                                       | AC2.2.1             | Outline the documents used in commercial transactions                                               | Bank credit, documentary credit, guarantee deposits, mortgages, leasing, renting, factoring.<br>Estimates; quotes; orders; credit notes; debit notes.                            | P1              |
|         |                    | LO2.3            | Be able to apply the rules governing fares and pricing in public and private passenger transport (E14)                                                             | AC2.3.1             | Outline the various types of fares and the basic principles of statutory concessionary fare schemes | The various methods of defining fares, the balance of revenue and customers numbers.<br>Definitions of different types of services, fare tables for scheduled and other services | P1              |

|  |  |       |                                                                                               |         |                                                                         |                                                                                                          |    |
|--|--|-------|-----------------------------------------------------------------------------------------------|---------|-------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|----|
|  |  |       |                                                                                               |         |                                                                         | and procedures relating to concessionary fare schemes.                                                   |    |
|  |  | LO2.4 | Be able to apply the rules governing the invoicing of road passenger transport services (E15) | AC2.4.1 | Outline key elements and processes for subsidised and tendered services | Service Subsidy Agreements (Tendering Regulations), 1985 (amended 2004)<br>The Tendering Process Grants. | P1 |

**PT-M1 - Managing Business Operations**

| Element   |                                                   | Learning Outcome |                                                                                                                               | Assessment Criteria |                                                                                                                                                   | Indicative Content                                                                                                                                                             | Assessment Type |
|-----------|---------------------------------------------------|------------------|-------------------------------------------------------------------------------------------------------------------------------|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| <b>E3</b> | <b>Financial Management and Business Taxation</b> | LO3.1            | Be familiar with the employers' social security obligations (C2)                                                              | AC3.1.1             | Outline the key requirements in respect of the deduction and payment of National Insurance contributions                                          | National Insurance contributions.                                                                                                                                              | P1              |
|           |                                                   | LO3.2            | Be familiar with the rules governing income tax (D4)                                                                          | AC3.2.1             | Outline the key requirements in respect of the deduction and payment of income tax                                                                | 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              |
|           |                                                   | LO3.3            | Be able to read and interpret a profit and loss account (E4)                                                                  | AC3.3.1             | Outline the elements appearing on a trading and profit and loss account (income statement)                                                        | Trading and profit and loss account (income statement) Components; purpose.                                                                                                    | P1              |
|           |                                                   | LO3.4            | Be able to assess the undertaking's profitability and financial position, in particular on the basis of financial ratios (E5) | AC3.4.1             | Outline how to interpret the elements appearing on a trading and profit and loss account (income statement) for any given company or organisation | 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 | P1              |

|  |  |       |                                                                              |         |                                                                                                                                          |                                                                                                                                                                                                                                           |    |
|--|--|-------|------------------------------------------------------------------------------|---------|------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|
|  |  |       |                                                                              |         |                                                                                                                                          | employed; gross profit; net profit.                                                                                                                                                                                                       |    |
|  |  | LO3.5 | Know what a balance sheet is, how it is set out and how to interpret it (E3) | AC3.5.1 | 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):<br>Components; purpose - debtors, creditors, liabilities and assets.<br>Sources of funds.                                                                                                | P1 |
|  |  | LO3.6 | Be able to prepare a budget (E6)                                             | AC3.6.1 | Explain how you would prepare and monitor a budget in the context of a transport operation                                               | The function of a budget when it could be used and how it is presented.<br>Process for creating a budget from data supplied.<br>Forecasting income, cost control, cash flow, debt factoring<br>Managing deviations from budgeted figures. | P2 |
|  |  | LO3.7 | Be familiar with the rules governing value added tax (VAT) (D1)              | AC3.7.1 | Outline the requirements, systems and applications of VAT in the UK and EU countries in relation to passenger operations                 | The UK System of VAT in terms of rates, registration, collecting and the paying of VAT to HMRC.<br>The methods for charging VAT on work carried out abroad.                                                                               | P1 |
|  |  | LO3.8 | Be familiar with the rules governing the taxes on certain                    | AC3.8.1 | Outline the taxes on certain passenger transport Vehicles along with tolls and                                                           | Vehicle sizes, charges and the methods of collections used.<br>Major UK bridges, tunnels and roads on which tolls are                                                                                                                     | P1 |

|  |  |  |                                                                      |         |                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                |    |
|--|--|--|----------------------------------------------------------------------|---------|----------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|
|  |  |  | road haulage vehicles and tolls and infrastructure user charges (D3) |         | infrastructure user charges covering bridges, tunnels and roads on which tolls are charged and the basis used for charging | charged and the basis used for charging.<br>Areas in which road pricing or congestion charging applies<br>Low emission restrictions together with the charging rates for non-compliance.<br>European Gateway countries and their methods of infrastructure charges and methods of charging and collection including toll booths, vignettes and on-board units. |    |
|  |  |  |                                                                      | AC3.8.2 | Outline the conditions under which recovery vehicles can be used                                                           | Vehicle taxation class.<br>Operational restrictions for recovery vehicles.                                                                                                                                                                                                                                                                                     | P1 |

**PT-M1 - Managing Business Operations**

| Element   |                                                 | Learning Outcomes |                                                                                                                                       | Assessment Criteria |                                                               | Indicative Content                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Assessment Type |
|-----------|-------------------------------------------------|-------------------|---------------------------------------------------------------------------------------------------------------------------------------|---------------------|---------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| <b>E4</b> | <b>Human Resources and Industrial Relations</b> | LO4.1             | Be familiar with the rules governing work contracts for the various categories of worker employed by road transport undertakings (C3) | AC4.1.1             | Outline the rights and obligations of employers and employees | Employment contracts: Types; written employment particulars; variations to contract.<br>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.<br>Contracts and obligations of the employer: Part-time employees; temporary employees; agency staff; self-employed; part-time drivers.<br>Parental provisions and dependants.<br>Diversity and inclusion in the workplace.<br>Redundancy. | P1              |
|           |                                                 |                   |                                                                                                                                       |                     |                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                 |

|  |  |       |                                                                                                                                                                                              |         |                                                                                                                                            |                                                                                                                                                                                                                                                                 |    |
|--|--|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|--------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|
|  |  |       |                                                                                                                                                                                              | AC4.1.2 | 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.<br>Risk assessment.<br>Awareness of health and safety legislation and codes of practice.<br>RIDDOR reporting and record keeping.<br>Powers and role of the Health & Safety Executive (HSE).                                                   | P1 |
|  |  | LO4.2 | Be familiar with the role and function of the various social institutions which are concerned with road transport (trade unions, works councils, shop stewards, labour inspectors, etc.)(C1) | AC4.2.1 | Outline the role, structure and functions of industrial social institutions                                                                | Trade unions, and the rights of members<br>Advisory, Conciliation and Arbitration Service (ACAS), Central Arbitration Committee (CAC), Health and Safety Executive (HSE).<br>Key laws as they affect industrial relations<br>The rights of Trade Union members. | P1 |
|  |  | LO4.3 | Be able to draw up an organisation chart relating to the undertaking's personnel as a whole and to organise work plans, etc. (E8)                                                            | AC4.3.1 | Outline organisational structures                                                                                                          | Organisation structures.                                                                                                                                                                                                                                        | P1 |
|  |  |       |                                                                                                                                                                                              | AC4.3.2 | Explain the key elements of managing performance to meet objectives                                                                        | The benefits of robust KPIs and how KPIs can be monitored.<br>Writing SMART objectives.                                                                                                                                                                         | P2 |
|  |  |       |                                                                                                                                                                                              |         |                                                                                                                                            |                                                                                                                                                                                                                                                                 |    |

| Element |                      | Learning Outcome |                                                                                                                                                                              | Assessment Criteria |                                                 | Indicative Content                                                                                                                             | Assessment Type |
|---------|----------------------|------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|-------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| E5      | Business Performance | LO5.1            | Be familiar with the principles of marketing, publicity and public relations, including transport services, sales promotion and the preparation of customer files, etc. (E9) | AC5.1.1             | 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              |

**PT-M2 - Managing Drivers**

| Element   |                         | Learning Outcomes |                                                                                                                                                                                                                      | Assessment Criteria |                                                                                                                   | Indicative Content                                                                                                                                                                                                                                                        | Assessment Type |
|-----------|-------------------------|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|-------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| <b>E6</b> | <b>Driver Licensing</b> | LO6.1             | Know what qualifications are required for drivers (driving licence, medical certificates, certificates of fitness, etc) (H1)                                                                                         | AC6.1.1             | Outline licensing and qualification criteria for drivers of passenger carrying vehicles                           | Categories of licence entitlement.<br>Licence application procedure.<br>Tests. Drivers Initial CPC.<br>Licence validity and duration.<br>Medical and conduct requirements.<br>Employers' responsibilities.                                                                | P1              |
|           |                         | LO6.2             | Be familiar with the rules applicable to the initial qualification and continuous training of drivers, and in particular those deriving from Directive 2003/59/EC of the European Parliament and of the Council (C5) | AC6.2.1             | Describe the requirements of driver induction and periodic training regimes                                       | Periodic training requirements.<br>Preserved entitlements to Driver CPC or Acquired Rights.<br>Validity and renewal of the qualification.<br>Criteria concerning the Driver Qualification Card.<br>Training courses: duration, number of hours, deadlines for completion. | P2              |
|           |                         |                   |                                                                                                                                                                                                                      | AC6.2.2             | Describe how to effectively monitor and manage driver workforce compliance to all relevant licensing requirements | Systems for compliance: checking licences; training; medical requirements.<br>Required conduct of vocational licence holders and new applicants for entitlement.<br>Conduct and disciplinary matters.                                                                     | P2              |

## PT-M2 - Managing Drivers

| Element |                           | Learning Outcomes |                                                                                                                                                                                                                                                                                                                                                | Assessment Criteria |                                                                                                                                                                 | Indicative Content                                                                                                                                                                                                                                                                                         | Assessment Type |
|---------|---------------------------|-------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| E7      | Drivers Hours and Records | LO7.1             | Be familiar with the rules applicable to driving time, rest periods and working time, and in particular the provisions of Regulation (EEC) No 3821/85, Regulation (EC) No 561/2006, Directive 2002/15/EC of the European Parliament and of the Council and Directive 2006/22/EC, and the practical measures for applying those provisions (C4) | AC7.1.1             | Outline the provisions of legislation on drivers' hours and working time                                                                                        | Assimilated rules (previously EU rules).<br>AETR drivers' hours legislation.<br>The Road Transport (Working Time) Regulations 2005.<br>The Working Time (Amendment) Regulations 2003.<br>GB Domestic drivers' hours legislation.<br>Exemptions and derogations.<br>Emergencies.<br>Offences and Penalties. | P1              |
|         |                           |                   |                                                                                                                                                                                                                                                                                                                                                | AC7.1.2             | Explain how to compile and evaluate schedules for drivers                                                                                                       | Evaluation of given drivers' schedules.<br>Legal requirements.<br>How the Working Time Directive regulation combines with EU Regulation 561/2006.                                                                                                                                                          | P2              |
|         |                           |                   |                                                                                                                                                                                                                                                                                                                                                | AC7.1.3             | Outline the provisions of the Assimilated rules (previously EU rules)<br>AETR Drivers' Hours and Domestic Drivers' Hours Regulations relating to record keeping | Vehicles covered and exempted.<br>Record keeping equipment and requirements.<br>Digital tachographs; smart tachographs; smart cards.                                                                                                                                                                       | P1              |

|  |  |  |  |         |                                                        |                                                                                                                                     |    |
|--|--|--|--|---------|--------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|----|
|  |  |  |  |         | requirements and record keeping equipment              | Analogue tachographs.<br>Domestic record keeping.<br>Offences and penalties.<br>Responsibilities of the operator and of the driver. |    |
|  |  |  |  | AC7.1.4 | Describe how to influence and support driver wellbeing | Driver health considerations.<br>Tiredness.<br>Alcohol and drug misuse.                                                             | P2 |

**PT-M3 - Managing Compliance and Risk**

| Element |                    | Learning Outcome |                                                                                                                                                                                                                                                                                                                                                                           | Assessment Criteria |                                                                                                                                  | Indicative Content                                                                                                                                                                                     | Assessment Type |
|---------|--------------------|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|----------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| E8      | Operator Licensing | LO8.1            | Be familiar with the occupational regulations governing road transport for hire or reward, industrial vehicle rental and subcontracting, and in particular the rules governing the official organisation of the occupation, admission to the occupation, authorisations for intra-Community and extra-Community road transport operations, inspections and penalties (F1) | AC8.1.1             | Outline the vehicles subject to operator licensing and the appropriate type of operator licences required in given circumstances | Types of Operator Licence.<br>Vehicles in scope.<br>Legislation governing operator licensing.                                                                                                          | P1              |
|         |                    |                  |                                                                                                                                                                                                                                                                                                                                                                           | AC8.1.2             | Describe the criteria that must be met and the undertakings that must be given when applying for all types of operator licence   | The application processes.<br>Criteria to obtain a licence and to renew/review a licence.<br>Appeal process.<br>Legal undertakings relating to an operator licence.<br>Changes to an operator licence. | P2              |
|         |                    |                  |                                                                                                                                                                                                                                                                                                                                                                           | AC8.1.3             | Identify the different services and their functions within the passenger transport industry                                      | Differences between owned transport and hired transport                                                                                                                                                | P1              |

|  |  |       |                                                                             |         |                                              |                                                                                                                                                                                                                                                                                 |    |
|--|--|-------|-----------------------------------------------------------------------------|---------|----------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|
|  |  | LO8.2 | Be familiar with the rules for setting up a road transport undertaking (F2) | AC8.2.1 | Explain the role of the Traffic Commissioner | Relationship between DVSA and the Traffic Commissioners, Quality control procedures followed by Traffic Commissioners, including Operator Compliance Risk Score (OCRS) How the OCRS Grading System monitors compliance. The disciplinary measures available to the authorities. | P2 |
|--|--|-------|-----------------------------------------------------------------------------|---------|----------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|

| Element |                                  | Learning Outcome |                                                                                                                                                                                           | Assessment Criteria |                                                                                                                                                            | Indicative Content                                                                                                                                                                                      | Assessment Type |
|---------|----------------------------------|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| E9      | Road Traffic Accident Procedures | LO9.1            | Be able to lay down procedures to be followed in the event of an accident and to implement appropriate procedures to prevent the recurrence of accidents or serious traffic offences (H4) | AC9.1.1             | 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.<br>Requirements for providing information in the event of a road traffic incident anywhere in the UK and EU. | P2              |
|         |                                  |                  |                                                                                                                                                                                           | AC9.1.2             | Outline the action required in the event of a road traffic collision or incident                                                                           | Driver responsibilities.<br>What constitutes a reportable traffic collision.<br>Information required in the event of a road traffic incident anywhere in the UK and EU.                                 | P1              |
|         |                                  | LO9.2            | Be able to implement procedures to properly secure goods and be familiar with the corresponding techniques in relation to road passenger transport (H5)                                   | AC9.2.1             | Describe procedures for safe loading and unloading of passenger goods                                                                                      | Safely loading, stowing and unloading passenger belongings.                                                                                                                                             | P1              |

**PT-M3 - Managing Compliance and Risk**

| Element    |                  | Learning Outcome |                                                                                                                                                                                                                       | Assessment Criteria |                                                                                                                                                     | Indicative Content                                                                                                                                                                                             | Assessment Type |
|------------|------------------|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| <b>E10</b> | <b>Insurance</b> | LO10.1           | Be familiar with the different types of insurance relating to road transport (liability, accidental injury/life insurance, non-life and luggage insurance) and the guarantees and obligations arising therefrom (E10) | AC10.1.1            | 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. Discretionary insurance and their benefits. Provisions and scope for obtaining medical treatment while abroad for employees, including the UK EHIC/GHIC. | P1              |

| Element |                                  | Learning Outcome |                                                                                                                                                                                                                             | Assessment Criteria |                                                                                                    | Indicative Content                                                                                                                                                                                                                                                   | Assessment Type |
|---------|----------------------------------|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|----------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| E11     | Planned Preventative Maintenance | LO11.1           | Be able to draw up instructions for drivers to check their compliance with the safety requirements concerning the condition of the vehicles, their equipment and cargo, and concerning preventive measures to be taken (H3) | AC11.1.1            | Outline the requirement for and content of a daily walkaround check                                | All key aspects of daily walkaround checks, the documentation used and the keeping of records.<br>Common methods to support a compliant daily check.                                                                                                                 | P1              |
|         |                                  |                  |                                                                                                                                                                                                                             | AC11.2.1            | 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.<br>Vehicle Maintenance Unit (VMU) responsibilities.<br>In-house maintenance: Resources, facilities, equipment.<br>Third party maintenance: Responsibilities, requirements. | P1              |

|  |  |        |                                                                                         |          |                                                                                                                |                                                                                                                                                                                                                                                                                                                                                               |    |
|--|--|--------|-----------------------------------------------------------------------------------------|----------|----------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|
|  |  | LO11.2 | Be able to draw up periodic maintenance plans for the vehicles and their equipment (G5) | AC11.2.2 | 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 |
|  |  |        |                                                                                         | AC11.2.3 | Outline the content and process for vehicle safety inspections                                                 | Time intervals. Standards and best practice.                                                                                                                                                                                                                                                                                                                  | P1 |
|  |  |        |                                                                                         | AC11.2.4 | Explain how you would construct an effective and compliant maintenance plan of a given company or organisation | Processes and considerations for effective vehicle maintenance plan from given information meeting the legislative requirements, the guidance as outlined by DVSA and industry best practice. Consideration of the circumstances in which a maintenance plan can become ineffective. Effective measures to address any issues found and ways to rectify them. | P2 |

**PT-M3 - Managing Compliance and Risk**

| Element    |                            | Learning Outcome |                                                                                                                              | Assessment Criteria |                                                                                                                                                                         | Indicative Content                                                                                                                                                                                                                                                                                                       | Assessment Type |
|------------|----------------------------|------------------|------------------------------------------------------------------------------------------------------------------------------|---------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| <b>E12</b> | <b>Plating and Testing</b> | LO12.1           | Be familiar with the formalities relating to the type approval, registration and technical inspection of these vehicles (G3) | AC12.1.1            | Outline the purpose, core elements and main considerations of the Plating and Testing Regulations in accordance with the Road Vehicles Construction and Use Regulations | Type approval systems available to operators, annual examinations, notifiable alterations                                                                                                                                                                                                                                | P1              |
|            |                            |                  |                                                                                                                              | AC12.1.2            | 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 and ensuring 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, consequences to the operator's OCRS rating for non-compliance. | P2              |

| Element |                        | Learning Outcome |                                                                                                                                                                                                                     | Assessment Criteria |                                                                                                       | Indicative Content                                                                                                                                                     | Assessment Type |
|---------|------------------------|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|-------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| E13     | Weights and Dimensions | LO13.1           | Be familiar with the rules concerning the weights and dimensions of vehicles in the member states and the procedures to be followed in the case of abnormal loads which constitute an exception to these rules (G1) | AC13.1.1            | Outline the main UK limits on weights and dimensions and those generally applicable in the EU         | Maximum weights and lengths.<br>Overweight vehicles.<br>Role of enforcement agencies.                                                                                  | P1              |
|         |                        |                  |                                                                                                                                                                                                                     | AC13.1.2            | Explain the processes for managing vehicles to reduce the risk of vehicle overload and bridge strikes | Vehicle overloading.<br>Enforcement procedures.<br>Use of weighbridges.<br>Avoidance of bridge strikes.<br>Operator and driver responsibilities.<br>Relevant training. | P2              |

| Element |                                      | Learning Outcome |                                                                                                                                                                                                                                                                | Assessment Criteria |                                                                                                                | Indicative Content                                                                                                                                                                                                         | Assessment Type |
|---------|--------------------------------------|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|----------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| E14     | Traffic Regulations and Speed Limits | LO14.1           | Be able to take the necessary steps to ensure that drivers comply with the traffic rules, prohibitions and restrictions in force in different member states (speed limits, priorities, waiting and parking restrictions, use of lights, road signs, etc.) (H2) | AC14.1.1            | Outline the traffic regulations in the UK for both road and types of vehicle, including offences and penalties | Motorway speed limits and non-motorway speed limits. Offences, penalties, parking restrictions, clearways, bus lanes. Obstruction, loading and unloading restrictions, dual purpose vehicles, night parking and Red Routes | P1              |
|         |                                      |                  |                                                                                                                                                                                                                                                                | AC14.1.2            | Outline traffic regulations in EU countries on major transport routes                                          | International speed limits notably Belgium, France, Germany, Italy, Netherlands and Spain. EU country specific traffic regulations including high visibility clothing, warning triangles, employment status notification.  | P1              |
|         |                                      | LO14.2           | Know about the layout of the road network in the United Kingdom and Member States (H6)                                                                                                                                                                         | AC14.2.1            | Identify key road networks in the UK and EU member states                                                      | AGR Convention, toll motorways, free motorways, main trunk routes, Autobahn network, autopistas, autovias                                                                                                                  | P1              |

**PT-M4 - Managing Transport Operations**

| Element |                                                          | Learning Outcome |                                                                                                                                                                                                                                                                                          | Assessment Criteria |                                                                                                 | Indicative Content                                                                                                                                                                                   | Assessment Type |
|---------|----------------------------------------------------------|------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|-------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| E15     | <b>Contracts of Carriage and PSV Conduct Regulations</b> | LO15.1           | Be capable of negotiating a legally valid transport contract, notably with regard to conditions of carriage (A2)                                                                                                                                                                         | AC15.1.1            | Describe the key elements of contract and conditions of carriage and the rules relating to them | Distinguish between conditions of carriage and contract of carriage and the key elements of both. The main elements of the PSV Conduct Regulations Agents and third parties, definitions and duties. | P2              |
|         |                                                          | LO15.2           | Be able to consider a claim by their principal regarding compensation for injury to passengers or damage to their baggage caused by an accident during transportation, or regarding compensation for delays, and to understand how such a claim affects their contractual liability (A5) | AC15.2.1            | Outline procedures for dealing with claims and awarding compensation                            | Injury to passengers. Damage to or loss of baggage. Delays.                                                                                                                                          | P1              |

| Element |                                             | Learning Outcome |                                                                                                                         | Assessment Criteria |                                                                                                                 | Indicative Content                                                                                                                                                                                                                                                                                                                                                                                                                                             | Assessment Type |
|---------|---------------------------------------------|------------------|-------------------------------------------------------------------------------------------------------------------------|---------------------|-----------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| E16     | Passenger Road Transport Service Operations | LO16.1           | Be familiar with the rules on the organisation of the market in road passenger transport (F6)                           | AC16.1.1            | Outline the role of local and regional governments in passenger road transport operations                       | Integrated transport authorities: County Councils, Unitary authorities, Traffic Commissioners<br>Transport for London                                                                                                                                                                                                                                                                                                                                          | P1              |
|         |                                             | LO16.2           | Be familiar with the rules for introducing road passenger transport services and the drawing up of transport plans (F7) | AC16.2.1            | Describe the different types of service and operation by passenger vehicles, applying these given circumstances | The rules for obtaining, maintaining, amending and withdrawing the services<br>Operating Standards, Competition rules<br>The appropriate approval procedures and documentation needed to enable passenger transport operations.<br>Regular services, special regular services, shuttle services, occasional services, cabotage, taxi bus services, local services, flexible local services.<br>Excursions and tours, Express services, Community bus services. | P2              |

|  |  |  |  |          |                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |    |
|--|--|--|--|----------|-----------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|
|  |  |  |  | AC16.2.2 | <p>Explain the principles and process you would apply in order to draw up a transport plan considering timetables</p> | <p>Drafting timetables from information supplied.<br/> Drawing up transport plans taking relevant factors into account including: types of duty, timetabling, crew rostering, vehicle scheduling. The terms used in operating road passenger services including: frequency, headway, layover, clock face and non-clock face headways and interworking.<br/> Calculating the number of vehicles, duties and drivers required for a given service. Distinction and differing requirements between those services which need prior approval (authorisations) and those where the volume of operation is not regulated (waybills).</p> | P2 |
|  |  |  |  | AC16.2.3 | <p>Outline the key considerations for international services</p>                                                      | <p>Service authorisation (DVSA) Confederation of Passenger Transport (CPT) UK regarding waybill supply Regular services, special regular services, shuttle services, occasional services, cabotage.</p>                                                                                                                                                                                                                                                                                                                                                                                                                            | P1 |

**PT-M4 - Managing Transport Operations**

| Element    |                        | Learning Outcome |                                                                                           | Assessment Criteria |                                                                                          | Indicative Content                                                                                                                                                                                                                                                                                                                                                                               | Assessment Type |
|------------|------------------------|------------------|-------------------------------------------------------------------------------------------|---------------------|------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| <b>E17</b> | <b>Electronic Data</b> | LO17.1           | Be familiar with the applications of electronic data transmission in road transport (E11) | AC17.1.1            | Outline the applications of electronic data transmission in road transport               | Routing, scheduling and timetabling systems, real-time information systems, CANbus, telemetry, GPS and satellite navigation, vehicle and staff scheduling systems. Vehicle maintenance systems, The Internet, closed circuit television, Electronic Ticketing Machines (ETM). Data Protection Act 2018 in respect of the use of information & communication technology for transport operations. | P1              |
|            |                        |                  |                                                                                           | AC17.1.2            | 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              |

| Element |                   | Learning Outcome |                                                                                                                                                                   | Assessment Criteria |                                                                                                                             | Indicative Content                                                                                                                                                                                                                                                                                                                                                                 | Assessment Type |
|---------|-------------------|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|-----------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| E18     | Vehicle Selection | LO18.1           | Be able to choose vehicles and their components (chassis, engine, transmission system, braking system, etc.) in accordance with the needs of the undertaking (G2) | AC18.1.1            | Explain what should be considered when selecting vehicles for a given undertaking ensuring operational requirements are met | Vehicle and engine type; transmission and braking systems; suspension, wheels, tyres and axles; loading and other ancillary equipment; emission standards. Consideration of the type of load to be carried. Consideration of journey length, restrictive routes such as low bridges, and security. Vehicle configurations and specifications; passenger comfort and accessibility. | P2              |
|         |                   | LO18.2           | Understand what measures must be taken to reduce noise and to combat air pollution by motor vehicle exhaust emissions (G4)                                        | AC18.2.1            | Explain typical measures that must be considered to reduce a vehicle's impact on the environment                            | Vehicle specifications; electric vehicles; clean air zones; adherence to government policy; net zero                                                                                                                                                                                                                                                                               | P2              |

| Element |                  | Learning Outcome |                                                                                                                                                                                                                    | Assessment Criteria |                                                                                                                                                                                  | Indicative Content                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Assessment Type |
|---------|------------------|------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| E19     | Vehicle Costings | LO19.1           | Be familiar with the cost elements of the undertaking (fixed costs, variable costs, working capital, depreciation, etc.), and be able to calculate costs per vehicle, per kilometre, per journey or per tonne (E7) | AC19.1.1            | 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 | Fixed costs, variable costs and overheads and depreciation.<br>Costs on a per vehicle, per unit distance travelled, per time period, per journey or per passenger.<br>Vehicle standing costs, repairs and maintenance costs.<br>Contribution to costs from a given journey rate.<br>Determining the most cost-effective option.<br>Consequences of currency exchange rates. Charge out rates.<br>Incorporating elements of the range.<br>Profit requirements.<br>Calculating rates. | P2              |

**PT-M4 - Managing Transport Operations**

| Element    |                         | Learning Outcome |                                                             | Assessment Criteria |                                                                                                                                                                                 | Indicative Content                                                                                                                                                                 | Assessment Type |
|------------|-------------------------|------------------|-------------------------------------------------------------|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| <b>E20</b> | <b>Vehicle Taxation</b> | LO20.1           | Be familiar with the rules governing motor vehicle tax (D2) | AC20.1.1            | Outline the designation of different vehicle types                                                                                                                              | Vehicle types including taxi, private hire vehicle, small bus, minibus, large bus, coach, articulated bus dual-purpose vehicles.                                                   | P1              |
|            |                         |                  |                                                             | AC20.1.2            | Outline the basis for calculating rates of Vehicle Excise Duty (VED) for passenger 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              |
|            |                         |                  |                                                             | AC20.1.3            | Outline the role and processes of the DVLA as the issuing agency                                                                                                                | Payment and refund procedures.<br>Statutory Off Road Notices (SORN).<br>Conditions under which trade licences can be obtained and used.<br>Trade plates: Compliant use; penalties. | P1              |

| Element |                                                | Learning Outcome |                                                                                                                                                                                                                                                                                                                                                                           | Assessment Criteria |                                                                                                                                                                               | Indicative Content                                                                                                                                                                                                                     | Assessment Type |
|---------|------------------------------------------------|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| E21     | Transport Documentation and Frontier Crossings | LO21.1           | Be familiar with the various documents required for operating road transport services and the introduction of checking procedures to ensure that the approved documents relating to each transport operation, and in particular those relating to the vehicle, the driver, the goods and luggage are kept both in the vehicle and on the premises of the undertaking (F3) | AC21.1.1            | Outline the documents required for the driver, the vehicle and passengers 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 for the Community.                                                                                                                     | P1              |
|         |                                                |                  |                                                                                                                                                                                                                                                                                                                                                                           | AC21.1.2            | Describe the documents required for the driver, the vehicle and passengers for all journeys domestic and international                                                        | Security measures operators might take throughout an international journey. The roles and responsibilities of enforcement authorities. Passport and visa procedures. Anti-smuggling and other security controls. Immigration controls. | P2              |

## Appendix 1 – Case Studies

The CILT(UK) Level 3 Certificate of Professional Competence for Transport Managers (Passenger Transport) 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 PTCS1 - Farplaces Travel Ltd**

### **Summary of Organisation**

Farplaces Travel Ltd holds a Standard International PSV Operators Licence and owns its own operating centre in Walsall. Authorisation is for 40 vehicles and the organisation is running at full capacity.

### **Fleet**

- 2 x 72 seater coaches
- 24 x 49 seater executive coaches
- 10 x 16 seater minibuses
- 4 x 35 seater coaches

### **Workload and Contracts**

The minibuses are used for private hire and sports contracts. The coaches are used for school contracts and school outings, and for a local holiday company providing transport to holiday locations in the UK and Europe.

### **Processes and Procedures**

Vehicle maintenance is currently carried out in-house, and the facility is an Approved Testing Facility (ATF).

### **Enforcement and Monitoring Activities**

There has recently been several Driver and Vehicle Standards Agency (DVSA) roadside stops which has resulted in a DVSA site visit and audit of the drivers' hours records where several other infringements have been identified. Subsequently, the Transport Manager and 3 drivers have been called to a forthcoming public inquiry.

### **Future Plans**

Farplaces Travel Ltd wants to expand operations further into Europe and is considering applying to increase its authorisation to 50 vehicles. The company will then be able to offer extended European tours to customers.

## **Case Study PTCS2 - Perpetual Buses Ltd**

### **Summary of Organisation**

Perpetual Buses Ltd have been operating nearly 5 years, specialising in providing high quality, small capacity coaches and heritage vehicles. The company holds a standard international licence for 15 vehicles operating out of premises it owns in Nottingham.

### **Fleet**

- 5 x 16 seater executive mini-coach
- 8 x 16 seater executive mini- coaches with tow bar
- 1 x 23 seater 1949 heritage coach
- 1 x 23 seater 1957 heritage coach with tables

### **Workload and Contracts**

Perpetual Buses Ltd have an extensive tour programme for its 16 and 21-seat coaches. They have many private hire contracts to UK and European sporting events in particular. Small box trailers are sometimes used for sports equipment, so some of the vehicles are fitted with towbars. They have special occasion private hire business for the heritage buses, mostly at weekends. Sometimes these buses are used for specialist historical tours.

### **Processes and Procedures**

All maintenance is being carried out in-house. The two heritage buses are fitted with analogue tachographs units, all other vehicles are fitted with digital tachograph units.

### **Enforcement and Monitoring Activity**

Perpetual Buses Ltd has applied for a continuation of its operating licence which triggered a DVSA centre inspection. During the inspection, concerns were raised about record keeping.

One of the mini coaches returning from a European tour was recently issued with a TE160 for being overweight.

### **Future Plans**

Perpetual Buses Ltd would like to expand its fleet by acquiring double-decker executive coaches for European tours. However, the current maintenance facilities cannot accommodate vehicles over 12 feet high and additional parking space would be required.

## Case Study PTCS3 - Advance Tours

### Summary of Organisation

Advance Tours is run by a sole trader, out of a yard near Oxford that they own, under a standard national operator's licence. The owner has recently agreed to sell the business to a new partnership; the agreement includes all vehicles, the land, buildings and contents, the extensive tours and excursion program and the client database.

### Fleet

- 3 x 16 seater minibuses
- 8 x 29 seater executive coaches
- 15 x 49 seater executive coaches
- 10 x 53 seater standard coaches

### Workload and Contracts

At present Advance Tours has 9 school transport contracts, school swimming contracts with 2 schools, plus sports team transport contracts with a local university.

The company publishes its own tours and excursions program each year with many of its customers being university students and visitors to the area who have been sold seats via the local hoteliers working as booking agents. The executive coaches are often involved in transfers for a local holiday company, going to and from the Dover ferry port where passengers change to board other coaches for their international tour destinations.

### Processes and Procedures

All maintenance is being carried out in-house.

### Enforcement and Monitoring Activity

The Operators Compliance Risk Score (OCRS) is in the amber bands for both traffic enforcement and roadworthiness, which included 3 annual test failures in the last 12 months. The Driver and Vehicle Standards Agency (DVSA) is due to visit the premises.

### Future Plans

Advance Tours would like to expand the tour and excursion program. The hope is to be contracted to take some of the local holiday company's customers to their international destinations.

## Case Study PTCS4 - DS Travel

### Summary of Organisation

DS Travel operates from a rented yard and garage in Cramlington, Northumberland. The owner of DS Travel has been working as a sole trader for 15 years and holds a standard national licence for 14 vehicles,

### Fleet

- 3 x mini coaches
- 3 x single deck buses
- 3 x midi coaches
- 3 x executive coaches
- 2 x double deck buses

### Workload and Contracts

DS Travel undertakes school contracts, private hire, local bus services, and work for a local holiday company.

### Processes and Procedures

The owner solely oversees the operation, is the nominated transport manager and drives every day. A part-time administrator manages bookkeeping and other administrative tasks.

The maintenance is carried out in-house by a new staff member who has recently joined as a fitter and who also drives a school bus each day.

Drivers use an electronic walkaround app feeding vehicle maintenance software attached to the private hire software. Coaches are fitted with digital tachographs, double decks with analogue units.

### Enforcement and Monitoring Activity

The OCRS score has been green/green for a long time, but recently there has been a run of MOT failures. The OCRS score for roadworthiness has changed to amber.

### Future plans

DS Travel is considering becoming a limited company, and wants to undertake additional 7 and 10 day tours in the UK and also Europe.

## Case Study PTCS5 – Beechley Buses

### Summary of Organisation

Beechley Buses is a small business which started in 1972. It is operated on a sole trader basis by the founder and is authorised to operate 15 buses under a Standard International PSV Operator's Licence.

Beechley Buses owns the operating centre, and has its own workshop which has ample capacity to manage its current fleet.

The owner is in poor health and wants to retire. However, whilst the family are happy to work within the business, they are reluctant to run it.

### Fleet

- 6 x 29 seater low floor service buses
- 3 x 76 seater double deck buses
- 2 x 49 seater executive coaches
- 1 x 16 seater mini-coach

### Workload and Contracts

Beechley Buses has contracts with local schools and the Local Authority, and operates a mixture of private hire, company day trips and tour work. The two executive coaches operate a mixture of private hire, company day trips and tour work.

### Processes and Procedures

Much of the paperwork is completed manually and the owner still deals with this personally.

### Enforcement and Monitoring Activity

Beechley Buses uses paper-based systems but has struggled to get the drivers to complete their paperwork correctly. Defects are therefore missed, particularly on the double-deck vehicles which are now 25 years old.

### Future Plans

Some of the Local Authority Bus Service contracts are due for renewal. There is also another local company that undercut work traditionally done by Beechley Buses, which has recently ceased operating. The schools who previously used Beechley Buses have been back in contact.

## Case Study PTCS6 – Clarion Coaches Ltd

### Summary of Organisation

Clarion Coaches Ltd was set up 10 years ago by an entrepreneur who worked in band tour bus travel for some years. The company currently has a Standard International Licence with authorisation for 35 vehicles. A full-time Transport Manager has recently joined.

### Fleet

- 6 x 16 seat 12 berth tri-axle coaches
- 6 x 49 seater executive coaches
- 10 x 53 seater standard coaches
- 8 x 76 seater double deck buses
- 2 x 16 seater mini-coaches

### Workload and Contracts

Clarion Coaches Ltd is known as a band tour bus operator, but also has contracts with local schools, and provides coaches for trips to and from Europe for a travel company.

### Processes and Procedures

Clarion Coaches Ltd completes all maintenance in-house and has a full workshop at one of its operating sites, with more than enough capacity to manage the requirements of the current fleet.

### Enforcement and Monitoring Activity

Due to a number of changes of management and drivers, there are a lot of tachograph mode errors, break infringements and mileage that has not been recorded. A poor MOT history and a number of roadside checks with minor but frequent infringements has led to an adverse OCRS Score.

### Future Plans

Clarion Coaches Ltd is always looking for new work and is constantly being approached by new customers, who are mainly schools and businesses new to the area. The travel company has a very high profile on social media, which feeds the enquiries.