



**The Chartered  
Institute of Logistics  
and Transport**



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

## **Road Haulage 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:** 141 hours, including 72 hours Guided Learning.

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

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

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

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

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

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

## Study Options

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

For more information on the study options available please visit the CILT(UK) web site: [www.ciltuk.org.uk](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:

### **RH-M1 Managing Business Operations**

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

### **RH-M2 Managing Drivers**

- Driver Licensing and Training
- Drivers Hours and Records

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

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

### **RH-M4 Managing Transport Operations**

- Contracts and Conditions of Carriage
- Electronic Data
- Vehicle Selection
- Vehicle Costings
- Vehicle Taxation
- Permits and Methods of Operating
- Incoterms
- Frontier Crossings
- Transport Documentation
- CMR (Convention on the Contract for the International Carriage of Goods by Road)
- Budgeting

## Assessment Criteria and Objective

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 Learner's ability to know or understand why or how something happens. It is often associated with the words 'how' or 'why.'

In essence all assessment criteria where identify, and outline are needed (core knowledge) are assessed in Paper 1 using Multiple 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 assessment criteria are **identify** and **explain**.

## **Paper 1 - Knowledge Test – Multiple 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, analysis and evaluation of core knowledge across the specification.

Multiple 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 can access relevant sources of information.

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

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

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

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

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

- Outline - requiring a sentence structure that applies context to an identified factor
- Analyse - providing explanations or descriptions that support identified factors
- Calculate - multi-faceted equations, showing working out
- Create - scrutinise or produce 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 is listed below:

- **RHM2 Managing Drivers**  
AC7.1.2 Explain how to compile and evaluate schedules for drivers.
- **RHM3 Managing Compliance and Risk**  
AC11.2.4 Explain how you would construct and evaluate an effective and compliant maintenance plan of a given company or organisation.
- **RHM4 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 (Road Haulage) Learners will need to pass both Paper 1 and Paper 2.

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

## Assessment Criteria and Indicative Content

### RH-M1 - Managing Business Operations

Element		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. Company Formation and Registration process and relevant documentation required in setting up a business: Memorandum of Association; Articles of Association; Registers; Prospectus (PLC's); Listing PLCs. 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. Types of shares: ordinary, preference. The purpose of share capital. Methods used to wind up an entity and the role of the liquidator. When an individual may become bankrupt and the possible implications to an operator licence. Record keeping.	P1
				AC1.3.2	Explain appropriate systems and processes for ensuring compliance with regulations considering record keeping, organisational compliance and impacts of non-compliance ensuring an informed workforce	Appropriate systems. Compliance with regulations and the potential impact of non-compliance on business and fleet operations. Infringements of the regulations in given circumstances. Appropriate actions in the event of tachograph failure and/or misuse. Management of driver and company cards. Deciphering printouts. Operator and driver responsibilities.	P2

Element		Learning Outcome		Assessment Criteria		Indicative Content	Assessment Type
E2	Commercial Management	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; internet payments.	P1
		LO2.2	Be familiar with the various forms of credit and the charges and obligations arising therefrom (E2)	AC2.2.1	Outline the different types of credit and the documents used in commercial transactions	Bank credit, documentary credit, guarantee deposits, mortgages, leasing, renting, factoring. Estimates; quotes; orders; credit notes; debit notes.	P1

## RH-M1 - Managing Business Operations

Element		Learning Outcome		Assessment Criteria		Indicative Content	Assessment Type
E3	Financial Management and Business Taxation	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	AC3.4.1	Outline how to interpret the elements appearing on a trading and profit and loss account	Key financial indicators and calculating ratios: Capital employed; working capital; current or working capital ratio; quick assets ratio or acid test	P1

			basis of financial ratios (E5)		(income statement) for any given company or organisation	ratio; return on capital 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): Components; purpose - debtors, creditors, liabilities, assets. Sources of funds.	P1
		LO3.6	Be familiar with the rules governing value added tax (VAT) (D1)	AC3.6.1	Outline the requirements, systems and applications of VAT in the UK and EU countries in relation to road operations	The UK System of VAT: Rates; registration; collecting; paying VAT to HMRC. Methods for charging VAT on work carried out abroad. Requirements for business and non-business customer's imports and exports.	P1
		LO3.7	Be familiar with the rules governing the taxes on certain	AC3.7.1	Outline the taxes on infrastructure and the basis used for charging	Tolls: Major UK bridges, tunnels and roads; charging basis. HGV Road User Levy Road pricing and congestion charging: Areas; circumstances.	P1

			road haulage vehicles and tolls and infrastructure user charges (D3)			Low emission restrictions together with the charging rates for non-compliance. European Gateway countries and their methods of infrastructure charging and collection: Toll booths; vignettes; on-board units.	
				AC3.7.2	Outline the conditions under which recovery vehicles can be used	Purpose and use Operational restrictions.	P1

## RH-M1 - Managing Business Operations

Element		Learning Outcome		Assessment Criteria		Indicative Content	Assessment Type
E4	Human Resources and Industrial Relations	LO4.1	Be familiar with the rules governing work contracts for the various categories of worker employed by road transport undertakings (form of the contracts, obligations of the parties, working conditions and working hours, paid leave, remuneration, breach of contract, etc.) (C3)	AC4.1.1	Outline the rights and obligations of employers and employees	<p>Employment contracts: Types; written employment particulars; variations to contract.</p> <p>Statutory payments from employers: Statutory Sick Pay (SSP), Statutory Maternity Pay (SMP), Statutory Paternity Pay, Statutory Parental Bereavement Pay, Statutory Adoption Pay, Shared Parental Leave.</p> <p>Contracts and obligations of the employer: Part-time employees; temporary employees; agency staff; self-employed; part-time drivers.</p> <p>Parental provisions and dependants.</p> <p>Diversity and inclusion in the workplace.</p> <p>Redundancy.</p>	P1
		LO4.2	Know relevant approaches for	AC4.2.1	Outline the scope of health and safety legislation and the management of	<p>Hazards and risk.</p> <p>Risk assessment.</p> <p>Awareness of health and safety legislation and codes of practice.</p>	P1

			managing health and safety within the workplace		health and safety at work as it applies to the transport industry	RIDDOR reporting and record keeping. Powers and role of the Health & Safety Executive (HSE).	
			AC4.2.2		Describe how to influence and support driver wellbeing	Driver health considerations. Tiredness. Alcohol and drug misuse.	P2
		LO4.3	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)	AC4.3.1	Outline the role, structure and functions of industrial social institutions	Trade unions, and the rights of members. Advisory, Conciliation and Arbitration Service (ACAS). Central Arbitration Committee (CAC). Key laws as they affect industrial relations. The rights of Trade Union members.	P1
		LO4.4	Be able to draw up an organisation chart relating to the undertaking's personnel as a whole and to organise work plans, etc. (E8)	AC4.4.1	Outline organisational structures	Organisational structures.	P1
				AC4.4.2	Explain the key elements of managing performance to meet objectives	The benefits of robust KPIs and how KPIs can be monitored. Writing SMART objectives.	P2

## RH-M1 - Managing Business Operations

Element		Learning Outcome		Assessment Criteria		Indicative Content	Assessment Type
<b>E5</b>	<b>Business Performance</b>	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

## RH-M2 - Managing Drivers

Element		Learning Outcome		Assessment Criteria		Indicative Content	Assessment Type
E6	Driver Licensing and Training	LO6.1	Know what qualifications are required for drivers (H1)	AC6.1.1	Outline licensing and qualification criteria for drivers of goods vehicles	Categories of licence entitlement. Licence application procedure. Tests and test vehicles. Drivers initial CPC training requirements. Driving licence. Medical certificates. Certificates of fitness. Employers' and drivers' responsibilities. Preserved entitlements to Driver CPC or Acquired Rights. Validity and renewal of the qualification. Criteria concerning the Driver Qualification Card. Training courses: Duration, number of hours, deadlines for completion.	P1
		LO6.2	Be familiar with the rules applicable to the initial qualification and continuous training of drivers, and in particular those	AC6.2.1	Describe the requirements of driver induction and periodic training regimes	Elements of driver induction training for a given entity. Periodic training requirements. Requirements concerning the process for retaining Driver Qualification Card. Elements of periodic training for a given entity.	P2

			<p>deriving from Directive 2003/59/EC of the European Parliament and of the Council (C5)</p>	AC6.2.2	<p>Describe how to effectively monitor and manage driver workforce compliance to all relevant licensing requirements</p>	<p>Systems for compliance: checking licences; training; medical requirements. Required conduct of vocational licence holders and new applicants for entitlement. Conduct and disciplinary matters.</p>	P2
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Element		Learning Outcome		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). AETR drivers' hours legislation. The Road Transport (Working Time) Regulations 2005. The Working Time (Amendment) Regulations 2003. GB Domestic drivers' hours legislation. Exemptions and derogations. Emergencies. Offences and Penalties.	P1
				AC7.1.2	Explain how to compile and evaluate schedules for drivers	Creation of a schedule from information given. Evaluation of given drivers' schedules. Legal requirements of legislation governing working time and drivers' hours in scope of Assimilated/AETR rules or domestic legislation.	P2

				AC7.1.3	<p>Outline the provisions of the Assimilated rules (previously EU rules), AETR Drivers' Hours and Domestic Drivers' Hours Regulations relating to record keeping requirements and record keeping equipment</p>	<p>Vehicles covered and exempted. Record keeping equipment and requirements. Digital tachographs; smart tachographs; smart cards. Analogue tachographs. Domestic record-keeping. Offences and penalties. Responsibilities of the operator and of the driver.</p>	P1
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### RH-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. Vehicles in scope: national, international. 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	Application process. Criteria to obtain a licence and to renew/review a licence. Appeals process. Legal undertakings relating to an operator licence. Changes to an operator licence.	P2
		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	Operator compliance.	P2

						<p>Traffic Commissioners' role in monitoring any failure to meet the requirements of the undertakings. The action Traffic Commissioners can take and the consequence of those actions on operators and individuals.</p> <p>Relationship between DVSA and the Traffic Commissioners.</p> <p>Quality control procedures followed by Traffic Commissioners, including Operator Compliance Risk Score (OCRS).</p> <p>How the OCRS monitors compliance.</p> <p>The disciplinary measures available to the authorities.</p>	
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### RH-M3 - Managing Compliance and Risk

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. 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. What constitutes a reportable traffic collision Information required in the event of a road traffic incident anywhere in the UK and EU.	P1

### RH-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 Invalidation of policies Discretionary insurance and their benefits Provisions and scope for obtaining medical treatment while abroad for employees, including the UK EHIC/GHIC.	P1

### RH-M3 - Managing Compliance and Risk

Element		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, documentation used and keeping of records. Common methods to support a compliant daily check.	P1
		LO11.2	Be able to draw up periodic maintenance plans for the vehicles and their equipment (G5)	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. Vehicle Maintenance Unit (VMU) responsibilities. In-house maintenance: Resources, facilities, equipment.	P1

						Third party maintenance: Responsibilities, requirements.	
				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 and evaluate an effective and compliant maintenance plan of a given company or organisation	Aspects of vehicle maintenance planning and the keeping of records, for all items in the range. Processes and considerations for an effective vehicle maintenance plan: Legal requirements; guidance outlined by DVSA and the government; industry best practice; manufacturers advice; purpose and utilisation.	P2

						<p>Consideration of the circumstances in which a maintenance plan can become ineffective.</p> <p>Analysis of maintenance data.</p> <p>Effective measures to address any issues found and ways to rectify them.</p> <p>Creation of a maintenance plan from given data.</p> <p>Evaluation of a given maintenance plan.</p>	
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### RH-M3 - Managing Compliance and Risk

Element		Learning Outcome		Assessment Criteria		Indicative Content	Assessment Type
E12	Plating and Testing	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	Purpose of plating and testing. Vehicles subject to test. Manufacturers' plates. 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 them and ensuring that they are kept in a roadworthy condition. Plating and testing procedure of vehicles and the planning to be considered. The procedures and forms used in roadside checks and the consequences to the operator's OCRS rating for 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. Projecting loads and abnormal loads. Categories of special types of vehicles and notification timescales to relevant authority. Overweight vehicles. Role of enforcement agencies.	P1
				AC13.1.2	Explain the processes for managing vehicles with projecting and abnormal loads, and reducing the risk of vehicle overload and bridge strikes	Processes associated with projecting and abnormal loads. Vehicle overloading. Enforcement procedures. Use of weighbridges. Avoidance of bridge strikes. Operator and driver responsibilities. Relevant training.	P2

### RH-M3 - Managing Compliance and Risk

Element		Learning Outcome		Assessment Criteria		Indicative Content	Assessment Type
E14	Safe Loading and Transit	LO14.1	Be able to implement procedures to comply with the rules on the carriage of dangerous goods and waste, notably those arising from Directive 2008/68/EC and Regulation (EC) No 1013/2006 (G8)	AC14.1.1	Outline the requirements of regulations concerning carriage of dangerous goods	Key elements of the legislation on the carriage of dangerous goods by road: Vehicle markings; documentation. Relevant International Maritime Dangerous Goods (IMDG) and vehicle marking requirements. European Agreement concerning the International Carriage of Dangerous Goods by Road (ADR). Dangerous Goods Safety Adviser (DGSA) role and responsibilities.	P1
		LO14.2	Be able to implement procedures to comply with the rules on the carriage of perishable foodstuffs, notably those arising from the Agreement on the International Carriage of Perishable Foodstuffs and on the Special Equipment to be	AC14.2.1	Outline the main rules relating to the national and international carriage of certain perishable foodstuffs	UK rules and Agreement on the International Carriage of Perishable Foodstuffs and on the Special Equipment to be Used for such Carriage (ATP). Typical movements where the ATP will apply.	P1

			used for such Carriage (ATP) (G9)			Types of perishable foodstuffs. Temperature control. Regulations in relation to vehicles and containers: Testing certification; marking.	
		LO14.3	Be able to implement procedures to comply with the rules on the transport of live animals (G10)	AC14.3.1	Outline the rules and procedures in relation to the transport of livestock	Transportation of live animals: Feeding; watering; route planning; record keeping; vehicle construction; cleaning; training requirements. Legislation.	P1
		LO14.4	Be familiar with the different types of cargo-handling and loading devices (tailboards, containers, pallets, etc.) and be able to introduce procedures and issue instructions for loading and unloading goods (load distribution, stacking, stowing, blocking and chocking, etc.) (G6)	AC14.4.1	Describe the different types of cargo-handling, loading devices and procedures for safely loading and unloading goods	Legislation and codes of practice: Department for Transport Code of Practice, 'Safety of Loads on Vehicles.' Safe loading: Staff training; overloading; vehicle types; unloading; weight distribution; stacking; securing loads; stowing loads. Load-handling equipment: Staff training; types of equipment; health and safety at work. Typical methods of loading.	P2

						Matching the vehicle to the appropriate load. Responsibilities.	
		LO14.5	Be able to implement procedures to properly secure goods and be familiar with the corresponding techniques (H5)	AC14.5.1	Describe the procedures and techniques for properly securing goods	Industry best practice, correct loading techniques for different types of loads, e.g. roll cages, pallets, etc.	P2
		LO14.6	Be familiar with the various techniques of 'piggy-back' and roll-on roll-off combined transport (G7)	AC14.6.1	Describe 'piggy-back' transportation methods and roll-on/roll-off transport	Intermodal Transport Rolling highway Roll-on/roll-off transport (RORO)	P2

### RH-M3 - Managing Compliance and Risk

Element		Learning Outcome		Assessment Criteria		Indicative Content	Assessment Type
E15	Traffic Regulations and Speed Limits	LO15.1	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)	AC15.1.1	Outline the traffic regulations in the UK for both road and types of vehicle, including offences and penalties	<p>Offences under the Road Traffic Act</p> <p>Motorway speed limits and Non – motorway speed limits. Penalties.</p> <p>Parking restrictions.</p> <p>Clearways motorway and bus lanes.</p> <p>Obstruction loading and unloading restrictions.</p> <p>Restrictions on the use of goods vehicles.</p> <p>Night Parking.</p> <p>Red Routes.</p> <p>Road markings and signs.</p>	P1
				AC15.1.2	Outline traffic regulations in EU countries on major transport routes	<p>International speed limits: notably Belgium, France, Germany, Italy, Netherlands and Spain.</p> <p>EU country specific traffic regulations: High visibility clothing; warning triangles.</p> <p>Movement restrictions in major European countries.</p>	P1

		LO15.2	Know about the layout of the road network in the United Kingdom and Member States (H6)	AC15.2.1	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
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## RH-M4 - Managing Transport Operations

Element		Learning Outcome		Assessment Criteria		Indicative Content	Assessment Type
E16	Contracts and Conditions of Carriage	LO16.1	Be familiar with the different categories of transport auxiliaries, their role, their functions and, where appropriate, their status (E13)	AC16.1.1	Identify the different categories of transport auxiliaries, their role, functions and, where appropriate, their status	Services: Sub-contractors; freight forwarding services; warehousing and distribution services; groupage (consolidation) services; clearing houses.	P1
		LO16.2	Be capable of negotiating a legally valid transport contract, notably with regard to conditions of carriage (A2)	AC16.2.1	Outline the different conditions of carriage, the rules relating to them, and how they can be applied	Key clauses contained within a contract of carriage.	P1
		LO16.3	Be able to consider a claim by their principal regarding compensation for loss of or damage to goods during transportation or for their late delivery, and to understand how such a claim affects their contractual liability (A3)	AC16.3.1	Describe typical situations that could warrant claims for compensation	Claims for compensation. Compensation: loss; late delivery; damage. Industry conditions of carriage models.	P2

Element			Learning Outcome	Assessment Criteria		Indicative Content	Assessment Type
E17	Electronic Data	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	Transport management systems: routing; scheduling and timetabling Real-time information systems: Telemetry; Global Positioning System (GPS); satellite navigation. Staff scheduling systems Monitoring systems: Closed circuit television; onboard cameras; consignment tracking systems; proof of delivery. Data Protection in respect of the use of information & communication technology for transport operations.	P1
				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

## RH-M4 - Managing Transport Operations

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	<p>Vehicle and engine type; transmission and braking systems; suspension, wheels, tyres and axles; loading and other ancillary equipment; emission standards.</p> <p>Consideration of the type of load to be carried.</p> <p>Consideration of operator licensing requirements for national vs international journeys</p> <p>Consideration of journey length, restrictive routes such as bridges, and security.</p> <p>Vehicle configurations and specifications.</p>	P2
		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	<p>Vehicle specifications; electric vehicles; clean air zones; adherence to government policy; net zero.</p>	P2

## RH-M4 – Managing Transport Operations

Element		Learning Outcome		Assessment Criteria		Indicative Content	Assessment Type
<b>E19</b>	<b>Vehicle Costings</b>	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	<p>Fixed costs, variable costs, overheads and depreciation.</p> <p>Costs on a per vehicle, per unit distance travelled, per time period, per journey or per unit of quantity basis.</p> <p>Vehicle standing costs.</p> <p>Repairs and maintenance costs.</p> <p>Contribution to costs from a given journey rate.</p> <p>Determining the most cost-effective option.</p> <p>Consequences of currency exchange rates.</p> <p>Charge out rates.</p> <p>Profit Requirements.</p> <p>Calculating rates.</p>	P2

## RH-M4 - Managing Transport Operations

Element		Learning Outcome		Assessment Criteria		Indicative Content	Assessment Type
E20	Vehicle Taxation	LO20.1	Be familiar with the rules governing motor vehicle tax (D2)	AC20.1.1	Outline the designation of different vehicle types	Tax Classes: Private/Light Goods (PLG); light goods vehicles; Euro 4 light goods vehicles (tax class 36) weighing no more than 3,500kg; Euro 5 light goods vehicles (tax class 36) weighing no more than 3,500kg; Heavy Goods Vehicles (HGV); Private/HGV; special types; Haulage vehicles; special vehicles; small island vehicles; recovery vehicle; special concessionary; emergency vehicles; exempt vehicles.	P1
				AC20.1.2	Outline the basis for calculating rates of Vehicle Excise Duty (VED) for road haulage and recovery vehicles including the availability of reduced rates for low pollution vehicles	Determining VED rates: Factors; special classes. Processes used in VED administration.	P1

				AC20.1.3	Outline the role and processes of the DVLA as the issuing agency	<p>Payment and refund procedures.</p> <p>Statutory Off Road Notices (SORN).</p> <p>Conditions under which trade licences can be obtained and used.</p> <p>Trade plates: Compliant use; penalties.</p>	P1
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## RH-M4 - Managing Transport Operations

Element		Learning Outcome		Assessment Criteria		Indicative Content	Assessment Type
E21	Permits and Methods of Operating	LO21.1	Be familiar with the rules on the organisation of the market in road haulage services, as well as the rules on freight handling and logistics (F4)	AC21.1.1	Explain the requirements to be considered for the main methods of road-based transport in relation to haulage operations	Types of road haulage journeys: own account; cabotage; third country movements.	P2
				AC21.1.2	Describe the rules and procedures relating to permits required when travelling to or through certain countries	Rules and procedures relating to permits: bilateral; multi-lateral. Administration processes: Application; timelines; validity. ECMT: conditions of use; end-to-end documentation requirements; permit issue and return processes. Permit documentation to be carried on the vehicle: vehicle; the driver; the load.	P2

				AC21.1.3	Outline the requirements for international road haulage permits	International road haulage permits.	P1
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Element		Learning Outcome		Assessment Criteria		Indicative Content	Assessment Type
<b>E22</b>	<b>Incoterms</b>	LO22.1	Be able to apply the rules governing the invoicing of road haulage services and know the meaning and implications of Incoterms (E12)	AC22.1.1	Outline the meaning and implications of individual Incoterms including the responsibility of buyers and sellers in relation to each	Ex Works (EXW). Free Carrier Named Place (FCA). Carriage Paid To (CPT). Carriage and Insurance Paid To (CIP). Delivered at Terminal (DAT). Delivered at Place Unloaded (DPU). Delivered Duty Paid (DDP).	P1

## RH-M4 - Managing Transport Operations

Element		Learning Outcome		Assessment Criteria		Indicative Content	Assessment Type
E23	Frontier Crossings	LO23.1	Be familiar with border formalities, the role and scope of T documents and TIR carnets, and the obligations and responsibilities arising from their use (F5)	AC23.1.1	Outline border crossing formalities	Passport and visa procedures. Anti-smuggling and other security controls. Immigration controls. Controls on prohibited and restricted goods. Documentary requirements relating to certain types of goods: Plants; live animals.	P1
				AC23.1.2	Describe the security procedures and policies involved with border crossing formalities	Security procedures, policies and controls: anti-smuggling, clandestine entrants.	P2
				AC23.1.3	Outline what should be considered when planning an international journey making particular reference to the	Rules governing customs transit regimes: Common Transit Convention (CTC); New Computerised Transit	P1

					rules governing customs transit regimes	System (NCTS); pre notification; TIR (Transports Internationaux Routiers / International Road Transport), ATA Carnet; and CPD Carnet (Carnet de Passages en Douane)	
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## RH-M4 - Managing Transport Operations

Element		Learning Outcome		Assessment Criteria		Indicative Content	Assessment Type
E24	Transport Documents	LO24.1	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)	AC24.1.1	Outline the documents required for the driver, the vehicle and the load for all journeys domestic and international and the responsibilities for issuing relevant documents	Appropriate customs arrangements and documentation covering the requirements for the UK licence to the Community. The roles and responsibilities of enforcement authorities. Documentation for driver, vehicle and load. Employment status notification.	P1
				AC24.1.2	Describe the documents required for the driver, the vehicle and the load for all journeys domestic and international	Documentation for driver, vehicle and load for a given journey.	P2

Element		Learning Outcome		Assessment Criteria		Indicative Content	Assessment Type
E25	CMR (Convention on the Contract for the International Carriage of Goods by Road)	LO25.1	Be familiar with the rules and obligations arising from the CMR Convention on the Contract for the International Carriage of Goods by Road (A4)	AC25.1.1	Outline the rules contained in the CMR	The rules and regulations contained within the CMR Convention.	P1
				AC25.1.2	Describe the rights and obligations contained in the CMR Convention on the Contract for the International Carriage of Goods by Road	The circumstances when the CMR convention would apply to a national carrier. The limits of liability for loss, delay and damage. The defences available to hauliers, consignors and consignees in the event of a claim.	P2

Element		Learning Outcome		Assessment Criteria		Indicative Content	Assessment Type
E26	Budgeting	LO26.1	Be able to prepare a budget (E6)	AC26.1.1	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. Process for creating a budget from data supplied. Forecasting income, cost control, cash flow, debt factoring. Managing deviations from budgeted figures.	P2

## Appendix 1 – Case Studies

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

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

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

Each case study follows the same format as listed below:

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

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

## Case Study RHCS1 - Intermove Logistics Ltd

### Summary of Organisation

Intermove Logistics Ltd is based in Bristol and holds a standard international operator licence with an authorisation for 10 vehicles and 3 trailers. The company's current nominated transport manager is due to retire soon.

### Fleet

- 2 x 7,500kgs GVW curtain-sided vehicles equipped with a tail lift
- 2 x 12,000kgs GVW curtain-sided vehicles equipped with a tail lift
- 3 x 26,000kgs GVW rigid box vehicles equipped with a tail lift
- 3 x 44,000kgs GTW tractor units with a sleeper cab, drawing 3 axle rigid box semi-trailers equipped with a tail lift

### Workload and Contracts

Intermove Logistics Ltd has a contract to deliver to and collect goods from a customer's warehouse in Rosenheim, Germany, twice a week. The company also has a contract to collect furniture for a bespoke sofa manufacturer and deliver it to retail sites across the UK.

### Processes and Procedures

All vehicles are inspected every 8 weeks, whilst trailers are inspected at 10-weekly intervals. Drivers are instructed to carry out vehicle walkaround checks at the start of every shift.

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

Bulky items are moved by hand when they are relatively light. Roll cages are used for wooden furniture, which is often small but heavy.

### Enforcement and Monitoring Activity

Over the previous six months, the company has been issued with a number of delayed prohibition notices for both vehicles and trailers. The company's combined Operator Compliance Risk Score is currently graded Amber.

### Future Plans

Intermove Logistics Ltd is considering establishing an additional operating centre in Dartford, England.

## Case study RHCS2 - Carz2U Ltd

### Summary of Organisation

Carz2U Ltd is a vehicle logistics company based in Tamworth, England, also operating a small depot in Bellshill, Scotland. The company runs a fleet of car transporters based in the UK which also travel abroad.

### Fleet

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

### Workload and Contracts

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

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

### Processes and Procedures

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

### Enforcement and Monitoring Activity

The Bellshill depot received a desk-based audit from the DVSA after a routine vehicle stop found that drivers' hours and Working Time infringement levels were high. The OCRS for Bellshill is Amber, Amber due to historical issues with prohibition notices (PG9s) and previous issues with maintenance. In Tamworth it is Green, Green.

### Future Plans

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

## Case Study RHCS3 - Fast Food Haulage Ltd

### Summary of Organisation

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

### Fleet

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

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

### Workload and contracts

Fast Food Haulage Ltd is considering a recruitment campaign as drivers for vans up to 3.5t, longer wheelbase vans at 4.5t and larger vehicles at 7.5t will be required. There is currently no need for any temperature-controlled vehicles.

### Processes and Procedures

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

### Enforcement and Monitoring Activity

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

### Future Plans

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

## Case Study RHCS4 – Tappersley Transport Ltd

### Summary of Organisation

Tappersley Transport Ltd is a well-established transport company which can offer refrigerated transport solutions. The company is registered in the UK, based in Congleton, Cheshire and operates within the UK and Europe. The business has grown substantially in recent years.

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

### Fleet

Tappersley Transport Ltd's fleet consists of 55 vehicles and 110 trailers, 85 of which are refrigerated. The fleet of refrigerated vehicles is almost three years old and is due for replacement.

### Workload and Contracts

A network of UK regional producers delivers goods into the chilled distribution centre at Congleton, from where Tappersley Transport Ltd makes daily deliveries to France, Belgium, Spain and Portugal. On the return leg, specialist food products bound for destinations in the UK or EU countries are collected. The routes regularly keep drivers away from home for several days.

### Processes and Procedures

To maintain a quick turnaround of driver and vehicle data, the whole fleet is equipped with remote tachograph download equipment.

### Enforcement and Monitoring Activity

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

### Future plans

Tappersley Transport Ltd is considering the feasibility of opening a second distribution centre to support its international contracts.

## Case Study RHCS5 – Tyne Couriers Ltd

### Summary of Organisation

Tyne Couriers Ltd is a parcels courier offering a service to homes and businesses on behalf of online retailers. The owners incorporated the business in April 2022, at which time the company applied for, and was granted, a standard national operator's licence authorising a maximum of 15 vehicles and 5 trailers. The only operating centre is at South Shields.

### Fleet

- 30 x 3500 kg GVW panel vans
- 13 x 7500 kg GVW box vehicles with tail lifts
- 2 x 44000 kg GVW units
- 5 box trailers

### Workload and Contracts

Tyne Couriers Ltd delivers small packages to domestic and commercial premises throughout the north of England and the Scottish borders. The company currently employs 49 staff, most of whom are drivers.

### Processes and Procedures

The small vehicle fleet is currently maintained by two workshops in South Shields. The operators' licence fleet is maintained by the dealership at its workshop in Jarrow.

Goods are collected from the customer's warehouse in Gateshead. From there, they are taken to the South Shields depot before being sorted in readiness for loading onto small vans and 7.5t vehicles for distribution.

### Enforcement and Monitoring Procedures

The Transport Manager left the business two months ago, after a long period of ill health during which they spent very little time at work.

### Future Plans

Tyne Couriers Ltd is keen to join one of the major pallet networks within the next 18 months. This will enable the company to collect and deliver palletised goods in a North East postcode and trunk through a Midlands hub. This will require increases in the number of 18t vehicles and articulated vehicles and trailers to facilitate this change, as well as employing more drivers and administrative staff. This would also require changes to the operator's licence.

## Case Study RHCS6 – ValeCon Ltd

### Summary of Organisation

ValeCon Ltd is a construction company registered in the UK and based in Cardiff. The company currently runs its own fleet under a Restricted Operator's Licence.

There is currently no named transport manager, and all maintenance is subcontracted to a local provider, Llandough Garage Services, which is owned by a friend of the Managing Director.

### Fleet

The fleet consists of 10 vehicles; these are a mixture of tippers, curtainsiders and 2 long wheelbase 4.5t vans. Three of the vehicles are fitted with tail-lifts.

### Workload and Contracts

ValeCon Ltd's main area of focus is carrying out construction work on roads. However, its vehicles also collect materials purchased from local builders' merchants and delivers these to their current construction sites at locations across South Wales.

### Processes and Procedures

The systems ValeCon Ltd uses are not state of the art. The company does the planning on Excel spreadsheets and uses a very basic tachograph analysis system which requires manual downloads from both drivers and the vehicles. These downloads are completed every 28 days for drivers and every 90 days for the vehicles.

### Enforcement and Monitoring Activity

The employed HGV drivers all have different renewal dates for their Driver CPC and ValeCon Ltd has no records of these, causing a potential risk of non-compliance with regulations and operational disruptions if a driver becomes ineligible to work.

### Future plans

ValeCon Ltd is interested in a future contract to move bulk tipper products to the Republic of Ireland via the Pembroke-Rosslare route.