



## Passenger Operations

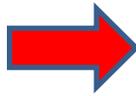
### PAPER ONE

#### Examination for Certificate of Professional Competence in Passenger Operations

Date: 26<sup>th</sup> June 2019 Time: 09:30 to 12:00

**PLEASE ENSURE THAT YOUR EXAMINATION NUMBER IS FILLED IN BELOW.  
WITHOUT YOUR EXAMINATION NUMBER YOUR PAPER CANNOT BE CORRECTED.  
YOUR EXAMINATION NUMBER HAS BEEN ADVISED TO YOU IN WRITING AND IS  
NOT YOUR SEAT NUMBER. PLEASE DO NOT SIGN YOUR NAME ON THE EXAM  
BOOKLET.**

**EXAMINATION NUMBER**



**Please Note:**

**Section A** contains 17 questions. Please answer **all** these questions.  
The format is as follows:

**6 multiple choice questions of 5 Marks each, &**

**11 short questions of 20 Marks each.**

**Section B** contains 4 questions,

- **Question 1 is compulsory carries 100 Marks**
- ***One further question from a choice of Three must be attempted. Each question carries 50 Marks.***

THE EXAMINATION PAPER IS COMPLETE, AND NO ADDITIONAL PAGES SHOULD BE APPENDED. SPACES ARE ALLOWED IN THE EXAMINATION PAPER FOR WRITTEN ANSWERS TO BE PROVIDED FOR EACH QUESTION.

**FOR OFFICE USE ONLY**

Paper number	Total Marks	% achieved	Result
Paper One			
Paper Two			
Overall Result			

**P1**

## Section A

**Q1** What may be used as a reason to put a company into liquidation?

Tick the correct answer at A, B, C or D

- |   |   |
|---|---|
| A    No insurance <input type="checkbox"/>        | B    Criminal record <input type="checkbox"/>     |
| C    Unable to pay debts <input type="checkbox"/> | D    Bad accident record <input type="checkbox"/> |

**(5 Marks)**

**Q2** In marketing which of these **would not** be part of what is sometimes referred to as the 4 “P’s”?

Tick the correct answer at A, B, C or D

- |                                       |                                       |
|---------------------------------------|---------------------------------------|
| A    Price <input type="checkbox"/>   | B    Place <input type="checkbox"/>   |
| C    Partner <input type="checkbox"/> | D    Promote <input type="checkbox"/> |

**(5 Marks)**

**Q3** Part of the application for a Road Passenger Transport Operator’s licence is a declaration of convictions, for the purpose of determining good repute. Serious offences are taken into account regardless of when they occurred. In the case of less serious offences, they are considered for the purpose of determining good repute if they occurred within a certain time limit. What is this time limit?

Tick the correct answer at A, B, C or D

- |  |   |
|--|---|
| A: Previous 3 years <input type="checkbox"/> | B: Previous 5 years <input type="checkbox"/>  |
| C: Previous 6 years <input type="checkbox"/> | D: Previous 10 years <input type="checkbox"/> |

**(5 Marks)**

**Q4** In the case of a road passenger transport operator in business for several years, who is applying to **renew** the Road Passenger Transport Operator Licence, which **one** of the following must be submitted in order to demonstrate financial standing?

Tick the correct answer at A, B, C or D

- |                         |                          |                               |                          |
|-------------------------|--------------------------|-------------------------------|--------------------------|
| A. Bank statement       | <input type="checkbox"/> | B. Annual accounts            | <input type="checkbox"/> |
| C. Statement of affairs | <input type="checkbox"/> | D. Letter from the accountant | <input type="checkbox"/> |

**(5 Marks)**

**Q5** Which of the following is the explanation for the term of "**FIXED ASSETS**" on a **Balance Sheet**?

Tick the correct answer at A, B, C or D

- |  |                          |  |                          |
|--|--------------------------|--|--------------------------|
| A: The Long-term funds available to run the business | <input type="checkbox"/> | B: Items/Equipment acquired for the purpose of Earning Revenue | <input type="checkbox"/> |
| C: Loans/Accounts due for payment                    | <input type="checkbox"/> | D: Items which can easily be converted into cash               | <input type="checkbox"/> |

**(5 Marks)**

**Q6** Small companies if they meet certain criteria may avail of an audit exemption where they only have to file a balance sheet and relevant notes. One of these is if turnover does not exceed a certain figure. What is that figure?

Tick the correct answer at A, B, C or D

- |        |                          |        |                          |
|--------|--------------------------|--------|--------------------------|
| A: 5M  | <input type="checkbox"/> | B: 12M | <input type="checkbox"/> |
| C: 10M | <input type="checkbox"/> | D: 15M | <input type="checkbox"/> |

**(5 Marks)**

**[Please turn over]**



















## Section B

**Candidates must attempt Question 1 and one other question –**

**PLEASE NOTE - Question No. 1 is compulsory**

**(Please use a separate page for each answer. You may also use the back of each page).**

### Compulsory

**Q1** Your company, DA Coaches, focuses on serving the private hire and tour segment of the road passenger market. The company's base is in Ballymun, Dublin 11, adjacent to the M50, and close to its main customer's at Dublin Airport and Dublin City University (DCU). It operates a fleet of 20 coaches.

As transport manager, you are asked to provide a quotation to DCU, for the transport of students from Dublin to the Institute of Technology in Letterkenny, Co. Donegal (230 kilometers) and to collect another group of students from the Institute in Letterkenny for the return journey to Dublin.

Allow 45 minutes for the transfer of the coach to DCU and the loading of its passengers. The turnaround in Letterkenny will be approximately 1.5 hours (90 minutes), its departure will be 1.5 hours (90 minutes) after arrival. Allow 40 minutes for a break/comfort stop for passengers on both journeys. It will take 45 minutes for the unloading of passengers in DCU, Dublin, for the coach to return to its base and driver sign off.

Factor into the journey appropriate time for prestart checks and breaks to ensure the journey is carried out in a compliant and efficient manner.

#### **Costs**

Driver – paid €15 per hour and guaranteed 48 hours per week. Receives 4 weeks annual holidays and is paid for bank holidays. Holiday pay is at 40 hours per week, bank holiday pay is the same as if the driver was working.

The employer pays PRSI at 11.5%. Add in €1,500 per annum to cover training, uniforms, telephone allowance and sundries.

#### **Vehicle**

The lease cost on the coach including maintenance is €25,000 per annum. Add Insurance at €5,500 per annum, road tax is €900 per annum, special cleaning €1,200 per annum and other or sundry €800 per annum.

### Overheads

The total annual cost of overheads including office staff, transport manager, insurance, depot rental, cleaning, audit fees and other fixed costs is €150,000.

### Variable cost

The average fuel consumption is 3 kms per litre and the current cost of fuel is €1.05 per litre.

A. Calculate  
Time needed to undertake the round trip. **(15 Marks)**

B. Calculate

Cost per hour for the driver	<b>(25 Marks)</b>
Cost per hour for the coach	<b>(20 Marks)</b>
Cost per hour for overheads	<b>(10 Marks)</b>
Cost per kilometer for fuel and tyres	<b>(10 Marks)</b>

C. Calculate  
Using the above costs calculate the cost of the round-trip Dublin – Letterkenny – Dublin. Include a suitable gross profit margin. **(20 Marks)**

**(Total 100 Marks)**

**Please attempt one, and only one of the following questions.  
Marks will not be allotted to more than one answer.**

**Q2** A useful method of assessing the current situation of a business is to carry out analysis of strengths, weaknesses, opportunities and threats (SWOT).

a. Give four examples **under each** of the above SWOT headings that could apply to a typical road passenger transport business. **(32 Marks)**

b. Give 3 examples with supporting details where Brexit could impact the operation of an international passenger business. **(18 Marks)**

**(Total 50 Marks)**

**Q3** Duties and responsibilities of drivers of large public service vehicles used for public hire services

- a. List ten duties and responsibilities of drivers of large public service vehicles, used for public hire services. **(40 Marks)**
  
- b. What steps could be taken in a case where a passenger is disruptive and offensive to other passengers on the bus? **(10 marks)**

**(Total 50 Marks)**

**Q4** Write an essay on insurance in the context of the important part it plays in a transport operation business from a compliance, competitive and business continuity perspective. Taking account of the operations your transport company, outline four types of policies you would have in place and what they would cover.

**(50 Marks)**

















