



## Passenger Operations

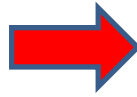
### PAPER TWO

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

Date: 26<sup>th</sup> June 2019 Time: 13:00 to 15:30

**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			

**P2**

## Section A

**Q1** Any vehicle or combination of vehicles, exceeding 3,500kg must be able, when in motion, to turn within an outer radius of how many metres?

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

A 13.5 m

B 12.5 m

C 12.0 m

D 11.5 m

**(5 Marks)**

**Q2** What is the minimum period of notice of termination of employment that would apply to an employee with seven years' continuous service?

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

A 2 weeks

B 4 weeks

C 6 weeks

D 8 weeks

**(5 Marks)**

**Q3** What is the VAT rate on the transport of passengers in Ireland?

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

A 0%

B 4.8%

C 13.5%

D 23%

**(5 Marks)**

**Q4** Under Regulation (EC) 561/2006 covering driving hours and tachograph regulations, what is the minimum **daily** rest period in any period of 24 hours?

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

A 10 hours which may be reduced to 9 hours twice per week

B 11 hours which may be reduced to 9 hours three times per week, no compensation required

C 11 hours which may be reduced to 9 hour three times per week, with compensation required

D 10 hours which may be reduced to 8 hours twice per week

**(5 Marks)**

**Q5** In the event of a breakdown or faulty operation of the tachograph recording equipment and the vehicle is unable to return to its base, within what period must repairs be carried out en-route?

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

A 5 days

B 14 days

C 7 days

D 10 days

**(5 Marks)**

**Q6** How often should digital tachographs be calibrated?

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

A 5 years

B 4 years

C 3 years

D 2 years

**(5 Marks)**

**[Please turn over]**

**Q7** List five reasons as to why a planned maintenance programme is important.

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**(20 Marks)**

**Q8** State five examples of tyre wear or tyre defects where the vehicle should **not** be allowed on the road.

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**Q12** The CVR convention covers the international carriage of passengers and luggage by road.

a. What is the purpose of the convention?

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**(10 Marks)**

b. Where and when does the convention apply?

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**(10 Marks)**

**(Total 20 Marks)**









**Q17** Under the Organisation of Working Time Act outline the following:

a. Maximum weekly working time

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**(8 Marks)**

b. Employees' general entitlement to rest

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**(12 Marks)**

**(Total 20 Marks)**

## **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** Road passenger vehicle weights, dimensions, and technical features:

- A. List the following measurements for a large public service vehicle:
  - a. Maximum length for a two-axle bus. **(5 Marks)**
  - b. Maximum length for a bus with more than two axles. **(5 Marks)**
  - c. The maximum overall width of a large public service vehicle. **(5 Marks)**
  - d. The maximum height of a double deck bus. **(5 Marks)**

**(Total 20 Marks)**

- B. Maximum laden weights: State the **maximum laden weights** and the conditions attached for 2 axle, 3 axle and 4 axle buses. **30 Marks**
- C. List five requirements covering the dimensions and operational features of entrances and exits on a large public service vehicle. **20 Marks**
- D. List five conditions covering the use of emergency exit on a bus. **20 Marks**
- E. List two conditions covering the location of a fuel tank. **10 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** Taking account of the Code of Practice covering bullying in the workplace, outline effective procedures for addressing allegations of workplace bullying.

**50 Marks**

**Q3** Health and Safety within the Workplace

Every employer shall ensure, so far as is reasonably practicable, the safety, health and welfare at work of his or her employees.

Give details of six general duties of an employer. **(30 Marks)**

Outline what is a risk assessment. **(10 Marks)**

Explain why a Safety Statement should be prepared. **(10 Marks)**  
**(Total 50 Marks)**

**Q4** In the context of Driving Hours and Tachograph Regulations outline the responsibilities of employers regarding:

a. Analogue Tachographs – four points **(20 Marks)**

b. Digital Tachographs – six points **(30 Marks)**

**(Total 50 Marks)**





















