



The Chartered  
Institute of Logistics  
and Transport

## Passenger Operations

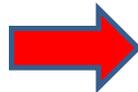
### PAPER TWO

Examination for  
Certificate of Professional Competence in Passenger Operations

Date: 22 June 2018 Time: 14:30 to 17:00

**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 21 questions. Please answer **all** these questions. The format is as follows:

**8 multiple choice questions of 5 marks each, &**

**13 short questions of 20 marks each.**

**Section B** contains 4 questions, ***Question 1 is compulsory. One further question 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.

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**FOR OFFICE USE ONLY**

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

**P2**

## Section A

**Q1.** The driver of a vehicle, to which the European Communities (Vehicle Testing) Regulations 2004 S.I. 771/2004 apply, shall be liable to get the following number of penalty points for using a vehicle that does not have a current vehicle test certificate?

*(Tick the correct answer at either A, B, C, D).*

- |   |                 |                          |   |                 |                          |
|---|-----------------|--------------------------|---|-----------------|--------------------------|
| A | 1 penalty point | <input type="checkbox"/> | B | 2 penalty point | <input type="checkbox"/> |
| C | 3 penalty point | <input type="checkbox"/> | D | 4 penalty point | <input type="checkbox"/> |

**(5 marks)**

**Q2.** In accordance with the European Communities (Installation and Use of Speed Limitation Devices in Motor Vehicles) Regulations 2005, all passenger-carrying vehicles with more than eight passenger seats first registered on and after 1st January 2005 shall be fitted with a speed limitation device to be set with the maximum speed of which of the following speeds;

*(Tick the correct answer at either A, B, C, D).*

- |   |                         |                          |   |                         |                          |
|---|-------------------------|--------------------------|---|-------------------------|--------------------------|
| A | 100 kilometers per hour | <input type="checkbox"/> | B | 120 kilometers per hour | <input type="checkbox"/> |
| C | 90 kilometers per hour  | <input type="checkbox"/> | D | 95 kilometers per hour  | <input type="checkbox"/> |

**(5 marks)**

**Q 3.** How long would an employee have to make a claim for unfair dismissal in normal circumstances?

*(Tick the correct answer at either A, B, C, D).*

- |             |                          |              |                          |
|-------------|--------------------------|--------------|--------------------------|
| A. 4 Months | <input type="checkbox"/> | B. 6 Months  | <input type="checkbox"/> |
| C. 2 Years  | <input type="checkbox"/> | D. 24 Months | <input type="checkbox"/> |

**(5 marks)**

**Q4.** How many months after the end of the accounting period must Corporation Tax returns be filed and paid?

*(Tick the correct answer at either A, B, C, D).*

- |              |                          |             |                          |
|--------------|--------------------------|-------------|--------------------------|
| A. 3 months  | <input type="checkbox"/> | B. 1 Month  | <input type="checkbox"/> |
| C. 12 Months | <input type="checkbox"/> | D. 6 Months | <input type="checkbox"/> |

**(5 marks)**

**Q5.** What is the threshold of penalty points at which a Professional driver loses his/her driving licence?

*(Tick the correct answer at either A, B, C, D).*

- |                    |                          |                     |                          |
|--------------------|--------------------------|---------------------|--------------------------|
| A 6 Penalty Points | <input type="checkbox"/> | B 7 Penalty Points  | <input type="checkbox"/> |
| C 9 Penalty Points | <input type="checkbox"/> | D 12 Penalty Points | <input type="checkbox"/> |

**(5 marks)**

**Q6** A person with a Category C1 driving license can drive a road passenger vehicle with a passenger accommodation of not more than the following?

*(Tick the correct answer at either A, B, C, D).*

**A** 6 Person's  **B** 8 Person's

**C** 12 Person's  **D** 16 Person's

**(5 marks)**

**Q7.** What is the minimum Rest period required of a driver before he/she can commence a journey under the 12-Day Rule?

*(Tick the correct answer at either A, B, C, D)*

**A:** 11 Hour's  **B:** 9 Hour's

**C:** 24 Hour's  **D:** 45 Hour's

**(5 marks)**

**Q8.** Where a driver refuses to provide a sample of breath for evidential purposes what is the penalty for a first offence?

*(Tick the correct answer at either A, B, C, D).*

**A:** 3 Months Disqualification  **B:** 6 Months Disqualification

**C:** 2 Years Disqualification  **D:** 4 Years Disqualification

**(5 marks)**

**Q9.** Regarding the European Communities (Vehicle Testing) Regulations 2004 S.I. 771/2004?

Please list the following:

- (a) Three of the overall objectives **(6 marks)**
- (b) Seven items that need to be tested (as outlined in Schedule 3 of S.I. 771/2004) **(14 marks)**

**Q10.** Please outline four (4) technical features that a Transport Manager should consider when selecting a Passenger vehicle (taking cognisance of the vehicle use). **(20 marks)**

**Q11.** Explain the powers of An Garda Síochána under the vehicle testing regulations? **(20 marks)**

**Q12.** A Contract may be discharged in several ways. Please expand on what is meant by the following?

- (a) By Performance
- (b) By Agreement
- (c) By Operation of Law
- (d) By Breach **(20 marks)**

**Q13.** In Line with Health & Safety guidelines for Road Transport Operations please list seven (7) items on a driver's checklist a transport manager would have in place to ensure safer operations? **(20 marks)**

**Q14.** When the WRC Tribunal finds that a claimant has been unfairly dismissed, it will grant one of three remedies.

List the three remedies with a short explanation of each? **(20 marks)**

**Q15.** Please list five documents that should be on a bus or coach when engaged on international operations? **(20 marks)**

**Q16.** A road passenger operator providing occasional services and shuttle services with accommodation must fill out a journey form before each journey. Please list the four pieces of information that the form must contain? **(20 marks)**

**Q17.** Provide a detailed explanation of the ‘Weekly Rest Period’ as it applies under Tachograph Regulations? **(20 marks)**

**Q18.** Regarding the need to have documents in place for an RSA inspection to your premises please list the following?

A List 4 maintenance documents to be produced to an RSA Vehicle/Technical Inspector during a Premises Inspection? **(12 marks)**

B In the case where vehicle maintenance is carried about by a third-party please list 2 additional documents required by the inspector to confirm same.? **(8 marks)**

**Q19.** Regarding calibration and sealing of Analogue Tachograph Equipment and Digital Tachograph Equipment (vehicle unit) please fill in the missing pieces of information in spaces below?

The analogue tachograph must be checked every \_\_\_\_\_ years by an approved fitter at the workshop and, it must be recalibrated every \_\_\_\_\_ years and a new installation plaque must be fitted.

Digital tachograph (vehicle unit) must be calibrated every \_\_\_\_\_ years. Any faults or breakdown of the equipment it must be recalibrated.

That person and the workshop or place in which the equipment is installed, repaired or inspected is approved by the \_\_\_\_\_. **(20 mark)**

**Q20.** Please set out 5 rules for parking safely and in accordance with the rules of the road? **(20 marks)**

**Q21.** Any driver accumulating \_\_\_\_\_ penalty points within any given three-year period will be automatically disqualified from driving for \_\_\_\_\_ months.

A lower threshold of \_\_\_\_\_ penalty points leading to disqualification applies to any driver taking out a first learner permit on or after 1 August 2014 while he or she drives under any learner permit and subsequently during the first two years while he or she is driving under a full driving licence.

The driver is required to surrender his/her Irish or foreign driving licence to the National Driver Licence Service within \_\_\_\_\_ days of disqualification commencing. It is an offence not to surrender a licence. It is also an offence to drive while disqualified.

Penalty points remain on the licence record for a period of \_\_\_\_\_ years. **(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.** Your transport organisation has an unfavourable Risk Rating under the RSA's Commercial Vehicle Operators Risk Rating (CVORI) scheme. Outline the consequences of the rating and what steps you would take to improve the Rating?

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

**Q2.** Under Health and Safety Guidelines for Vehicle Operations in The Work Place please outline checks a transport manager would have in place covering the following.

- A. The Vehicle
- B. During repair of the Vehicle
- C. Drivers and other employees

**(50 marks)**

**Q3.** Bullying in the Workplace is an issue which is defined within and dealt with under two separate pieces of legislation. Write an essay describing the Health and Safety Authority's Code of Practice which sets out the provisions that employers should consider and the framework which employers should have in place.

**(50 marks)**

**Q4.** What important factors must be considered when planning and operating an international service, passenger services between Tralee and London?

**(50 marks)**