



Passenger Operations

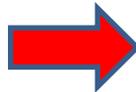
PAPER TWO

Examination for
Certificate of Professional Competence in Passenger Operations

Date: 7th December 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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Paper number	Total marks	% achieved	Result
Paper One			
Paper Two			
Overall Result			

P2

Section A

Q1. The overall width of a large public service vehicle shall not exceed which of the following:

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

A 2.5 M

B 2.55 M

C 2.7 M

D 2.4 M

(5 Marks)

Q2. 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 12.5M

C 12.0 M

D 11.5M

(5 Marks)

Q3. A bus or coach having more than two axles cannot exceed what length.?

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

A 13.5 M

B 14.0 M

C 14.5 M

D 15.0M

(5 Marks)

Q4. What is the monetary jurisdiction of the Circuit Court in Civil Cases, excluding personal injury cases.?

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

A €60,000

B €75,000

C €80,000

D €100,000

(5 Marks)

Q5. How many distinct pieces of legislation are in place which set out equality rights for people and specifically outlaw discrimination.?

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

A 4 Pieces

B 5 Pieces

C 2 Pieces

D 3 Pieces

(5 Marks)

Q6. For how long is a Driver Card for a Digital Tachograph valid.?

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

A 1-year

B 2 years

C 4 years

D 5 years

(5 Marks)

[Please turn over]

Q7. The Road Traffic Acts 1961 to 2005 (Bridge Strikes) set out responsibilities and liability of transport undertakings in relation to bridge strikes. A person who receives a summary conviction for contravening the above Acts can receive a fine not exceeding which of the amounts below.?

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

- | | | | | | |
|---|---------|--------------------------|---|---------|--------------------------|
| A | €1,000 | <input type="checkbox"/> | B | €5,000 | <input type="checkbox"/> |
| C | €10,000 | <input type="checkbox"/> | D | €50,000 | <input type="checkbox"/> |

(5 Marks)

Q8. How many penalty points does a driver receive for the offence of “Holding a Mobile Phone whilst Driving”.

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

- | | | | | | |
|---|------------------|--------------------------|---|------------------|--------------------------|
| A | 1 Penalty Point | <input type="checkbox"/> | B | 2 Penalty Points | <input type="checkbox"/> |
| C | 3 Penalty Points | <input type="checkbox"/> | D | 4 Penalty Points | <input type="checkbox"/> |

(5 Marks)

Q9. To ensure brake conservation and the proper working of brakes please list four driving practices a driver should never engage in. **(20 Marks)**

Q10. State the definition of the following vehicles used for the carriage of passengers for reward.

a. Large public service vehicle **(5 Marks)**

b. Small public service vehicle **(5 Marks)**

c. Omnibus **(5 Marks)**

d. Licensed private hire vehicle **(5 Marks)**

(Total 20 Marks)

Q11. During hours of peak traffic, or in circumstances in which undue hardship would be caused to intending passengers if they were not carried, a greater number of passengers than that permissible may be carried on an omnibus. Please give the details of two conditions that must apply if the additional passengers are to be carried.

(20 Marks)

Q12. The Protection of Employees (Temporary Agency Work) Act, 2012 provides that all temporary agency workers must have equal treatment with workers hired directly by the hirer in respect of certain conditions of employment. List 5 of the conditions of employment covered by the Act. **(20 Marks)**

Q13. Under the Minimum Notice and Terms of Employment Act 1973 to 2001 what is “continuous Service” employment.? **(20 Marks)**

Q14. The Competition and Consumer Protection Commission has significant investigative powers under the Competition Act.

a. Name three investigative powers that the Competition and Consumer Protection Commission has under the Competition Act. **(12 Marks)**

b. State two penalties that could be imposed on those convicted under the Act. **(8 Marks)** **(Total 20 Marks)**

Q15. Outline the procedures for a transport company when transferring the ownership of a commercial vehicle. **(20 Marks)**

Q16. Operators must ensure that passengers using a regular service, excluding special regular service, shall throughout their journey possess transport tickets, either individual or collectively. State what information must be on the ticket. **(20 Marks)**

Q17. The authorisation or control document must be carried on the vehicle and be presented at the request of any authorised inspecting officer. Carriers operating coaches and buses in international passenger transport must allow all inspections intended to ensure that operations are being conducted correctly, in particular as regards driving and rest periods. Outline what actions authorised inspecting officers are empowered to undertake. **(20 Marks)**

Q18. Under the RSA's Commercial Vehicle Operators Risk Rating (CVORI) scheme an inspection can take place that will review compliance with vehicle maintenance and repair regulations and the arrangements that are in place. List five areas that a review would cover. **(20 Marks)**

Q19. State the definition of each of the following as set out in Driving Hour and Tachograph Regulations.

- a. "Rest" **(5 Marks)**
- b. "Reduced Rest Period" **(5 Marks)**
- c. "Regular weekly rest period" **(5 Marks)**
- d. "A Week" **(5 Marks)**

(Total 20 Marks)

Q20. State four rules in the application of the Daily Rest Period under Driving Hour and Tachograph Regulations. **(20 Marks)**

Q21. Regarding a roadside vehicle worthiness inspection please answer the following questions:

(a) During a vehicle roadside vehicle worthiness inspection list 2 items that may be checked by an RSA Vehicle/Technical Inspector. **(8 Marks)**

(b) Where breaches / defects are detected during a roadside inspection, list four of the possible consequences/outcomes. **(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. Budget International a low-cost long-haul airline is introducing twice daily flights between US destinations and Shannon Airport. An early morning flight is to arrive in Shannon Airport at 08:00 and depart at 09:30. The evening flight is to arrive in Shannon airport at 18:00 and depart at 19:30. Given the size of the airport it is anticipated that passengers will have disembarked, collected luggage and gone through customs in less than 40 minutes. Departing passengers are advised to be in the airport at least 90 minutes before departure to allow for check in, immigration clearance and loading.

To expand their market base Budget International in conjunction with Express Coaches plan to run a nonstop express coach service on the motorway between Dublin and Shannon Airport to connect with the above flights. The airline will market and financially support the coach service. Tickets will be sold on line, single or return, for individual or group tickets. Coach parking is available at the airport subject to certain conditions being met.

You are the transport manager of Express Coaches and you have been asked to bring forward operating proposals for the services. You have already ascertained that Dublin to Shannon Airport is 230 Km and given that service will be on motorways and bypassing Limerick via the tunnel it is estimated that the journey time will be 3 hours. You have decided to allow 15 minutes for loading before the journey and a further 15 minutes for unloading after the completion of the journey. The company's garage is 15 minutes from the arrival/departure point in Dublin.

[Please turn over]

Draft a short report to your CEO covering the following points.

- a) Documentation, authorisations, licences, etc. required to operate the service. **(10 Marks)**
- b) Draft time table (Departure and arrival times) for the services during the day and from this outline drivers' duties and schedule for a day. **(10 Marks)**
- c) How many drivers and vehicles are required to operate the service and explain why? **(10 Marks)**
- d) Outline how the proposed drivers' schedules are in accordance with Driving hour regulations. **(10 Marks)**
- e) The type of vehicle to be used and its facilities, given the nature of the work involved. Explain the fuelling and cleaning arrangements to be put in place. **(10 Marks)**

(Total 50 Marks)

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

- Q2.** You are the transport manager of a bus company that has a fleet of 10 buses operating school transport and private hire services. Set out and describe the key components of a maintenance programme to ensure that the vehicles are road worthy, fully compliant with road traffic regulations and ensure a high CVORI rating. **(50 Marks)**
- Q3.** On the safeguarding of employees' rights and obligations under transfer of undertakings and protection of employment (TUPE), outline what is and is not covered in the regulation and how communications with staff should take place. **(50 Marks)**
- Q4.** Set out the details regarding "12-day derogation" for coach drivers involved in international coach tour journeys. **(50 Marks)**