The Chartered Institute of Logistics and Transport

Passenger Operations

PAPER TWO

Examination for
Certificate of Professional Competence in Passenger Operations

Date: **4th December 2019** **Time**: **14:00 to 16:30**

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

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

P2

Section A

Q1 In the event of breakdown or faulty operation of the tachograph (recording equipment), a driver/operator must have it repaired by an approved fitter or workshop, as soon as circumstances permit. If the vehicle is unable to return to the premises within a certain period, calculated from the day of the breakdown or of the discovery of defective operation, the repair must be carried out en route. What is the length of this period?

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

A. Three Weeks ☐ B. One Week ☐

C. One Month ☐ D. Two Weeks ☐

Q2 Which Government body is responsible for the enforcement of the Driving Hours and Tachograph Regulations?

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

A Dept. Housing, planning, Community & Local Government ☐ B Road Safety Authority ☐

C Dept. Justice & Equality ☐ D Dept. Transport, Tourism & Sport ☐

(5marks)

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 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 Metres	☐	B	2.55 Metres	☐
C	2.7 Metres	☐	D	2.4 Metres	☐

(5 Marks)

Q5 To comply with the law, analogue tachograph equipment must be calibrated and sealed at an approved workshop. An installation plaque must be affixed at or near the tachograph head, showing the name, address of the approved workshop, certain measurements relating to the calibration and the date. Absence of an installation plaque renders the vehicle owner or the operator where the vehicle is based liable to prosecution. The analogue tachograph must be checked every two years by an approved fitter at the workshop and, it must be recalibrated every how many number of years?

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

A	Five Years	☐	B	Three Years	☐
C	Two Years	☐	D	Six Years	☐

(5 Marks)

Q6 Redress under Unfair Dismissal Acts
Where an employee has been unfairly dismissed, s/he can, under the Acts, depending on the merits of the case, be re-instated, re-engaged or awarded financial compensation.
Which of the following best describes the term re-engagement?

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

a) The person is returning to his/her old job thereby entitling them to benefit from any improvement in terms and conditions which occurred from date of dismissal. ☐

b) The person is returning to his/her old job or a suitable alternative job on conditions which adjudicating bodies consider reasonable. ☐

c) The person may receive financial compensation in respect of such loss subject to a maximum of two years' remuneration. ☐

(5 Marks)

[Please turn over]

Q7 You have been requested as transport manager for a medium size transport operation to draft an instruction leaflet for the company's drivers. The purpose of this leaflet is to ensure all drivers are aware of their responsibilities and obligations in compliance with the Driving Hours & Tachograph Regulations.

Please outline five important provisions of the EU Regulations on driving hours and tachograph regulations you would include in your instruction leaflet.

(20 Marks)

Q8 Preventive maintenance and vehicle repairs is a key factor in the running of a safe transport operation. Please list four important items which should be included in a good maintenance and safety system to ensure that vehicles are in a "fit and serviceable condition".

(20 Marks)

[Please turn over]

Q9 A written statement of particulars of employment must be provided to an Employee by an employer within two months of the date of commencement of employment. The written statement, which is not, of itself, a contract, must include a number of important particulars regarding the employees work duties and entitlements.

Please list five.

(20 Marks)

Q10 A contract may be defined as a legally binding agreement made between two or more parties as a result of which each party has certain rights and obligations.

a) Please list two reasons why is it important for a road transport operator to make a contract

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(8 Marks)

b) How might an agency agreement be terminated. Please list **<u>four</u>** ways.

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(12 Marks)

(Total 20 Marks)

Q11 The operating efficiency of a road passenger business can be measured in several ways. Please give 5 measures.

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(20 Marks)

[Please turn over]

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)

Q13 Outline the procedures for a transport company when transferring the ownership of a commercial vehicle.

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(20 Marks)

Q14 Please give 5 examples as to how a road transport company should market its services.

(20 Marks)

[Please turn over]

Q15 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)

Q16 You have received a request from your local football club to take a group to an away match in Paris. Before you can accept the booking what documentation will you require for the following

a) List <u>four</u> documents required <u>for the vehicle</u>.

(8 marks)

b) List five documents required on the international journey for the driver.

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(10marks)

c) List the document required to be carried on the vehicle for the passengers

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(2 marks)
(Total 20 marks)

[Please turn over]

Q17 With regard to negligence in the carriage of passengers, explain what is meant by “standard of care” and in what circumstances may a passenger have a right to damages against the operator.

(20 Marks)

GO TO SECTION B

Section B

Candidates must attempt Question 1 and one from the following three

PLEASE NOTE - Question No. 1 is compulsory

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

Q. 1 Compulsory

Turalura coaches is a family owned coach company operating in Dublin. It operates a fleet of coaches from its base just off the M50. It runs four routes for a customer Abhaile Tours details of which are given below.
You have been appointed as transport manager and asked to review the routing from a compliance perspective.

The routes are as follows

Route A – total 500 km round trip

Starts at 07.00hrs, finishes at 22.00hrs and comprises 10 hours driving, a one hours break and four hours other work
This route operates six days per week

Route B – total 350 km round trip

Starts at 11.00hrs, finishes at 23.00hrs and comprises nine hours driving, a one-hour break and two hours other work.
This route operates three days per week

Route C – total 200 km round trip

Starts at 07.00hrs, finishes at 16.00hrs and comprises six hours driving, a one-hour break, one-hour other work and a one hour period of availability.
This route operates six days per week

Route D – total 450 km round trip

Starts at 08.30hrs, finishes at 20.00hrs and comprises nine hours 30 minutes driving, a 30-minute break and one hour and 30 minutes of other work.
This route operates three days per week

Each route has a single dedicated vehicle which would not normally be used on any other work

The work for Abhaile Tours runs for 50 weeks per year with three permanent drivers carrying out all of the work on varying shift patterns. Two temporary relief drivers cover for holidays when required. The schedule for the three permanent drivers for the coming week is shown in the drivers table below

Day / Name	**John**	**Pawel**	**Francis**
Mon	A	B	C
Tue	A	D	C
Wed	B	C	A
Thurs	C	A	B
Fri	D	C	A
Sat	C	A	D
Sun	REST	REST	REST

a) From the table for the week and the route information, identify **SIX** breaches of the Driver's Hours / Working Time Regulations

b) From the table for the week and the route information, identify **THREE** breaches of the Driver's Hours/Working Time Regulations in addition to those identified in the first part of the question if an identical schedule is continued for the following month

(Total 100 Marks)

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

Q2 Set out the details regarding "12 day derogation" for coach drivers involved in international coach tour journeys

(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.

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

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

c) 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)

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ANSWER QUESTION NUMBER: ____

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