The Chartered Institute of Logistics and Transport

Passenger Operations

PAPER TWO

Examination for
Certificate of Professional Competence in Passenger Operations

Date: 9th December 2020 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

Please Note:

Section A contains 19 questions. Please answer **all** these questions. The format is as follows:

6 multiple choice questions of 5 Marks each, 4 multiple choice questions of 10 Marks each & 9 short questions of 20 Marks each.

Section B contains 3 questions, ***Question 1 is compulsory and carries 100 Marks. One further question from a choice of Two 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

5 Mark Questions

Q1. The Workplace Relations Commission (WRC) is an independent, statutory body which was established on 1st October 2015 under the Workplace Relations Act 2015. **Which of these would not be part of the WRC's Functions?**

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

A Providing guidance in relation to compliance with codes of practice approved under Section 20 of the Workplace Relations Act 2015. ☐

B Providing information to members of the public in relation to taxation. ☐

C Conducting or commissioning research into matters pertaining to workplace relations. ☐

D Promoting the improvement of workplace relations, and maintenance of good workplace relations ☐

(5 Marks)

Q2. If a Driver holds both a Goods and Passenger CPC what is the minimum number of hours of periodic refresher training required in order to renew the CPC at expiry?

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

A 42 Hours ☐

B 7 Hours ☐

C 18 Hours ☐

D 35 Hours ☐

(5 Marks)

Q3. A person performing "mobile road transport activities" shall mean?

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

A All Bus and Coach Drivers subject to drivers' hours regulations. ☐

B All Bus and Coach drivers. ☐

C Any mobile worker or self-employed driver who performs such activities. ☐

D Any full time Bus and Coach driver or self-employed Bus and Coach driver. ☐

(5 Marks)

Q4. Which EC regulated drivers can opt out of the average weekly working time?

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

A Drivers engaged on tours and private hire operations. ☐

B Drivers with a collective agreement between the trade union and the employer. ☐

C No drivers whatsoever. ☐

D Term & part time drivers. ☐

(5 Marks)

Q5. Night time in respect of motor vehicles used for carrying passengers means?

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

A The period between 11pm and 6 am. ☐

B Midnight and 7 am. ☐

C Any period of work after 6 pm. ☐

D The period between 01.00 hours and 05.00 hours ☐

(5 Marks)

Please Turn Over

Q6. What is the maximum number of actual hours which can be worked in any week?

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

A 60 hours. ☐

B The limit allowed by the EC drivers' hours regulations. ☐

C 48 hours. ☐

D 62, on express work. ☐

(5 Marks)

<u>10 Mark Questions</u>

Q7. The Terms of Employment (Information) Act 1994 requires employers to provide a written statement of particulars to an employee, within two months of the date of commencement of employment. Which one of the following particulars is not a requirement under the Act?

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

A The job title or nature of work. ☐

B Whether renumeration is paid weekly or monthly or otherwise. ☐

C The rate of deduction for occupational pension schemes. ☐

D The rate of deductions for trade union membership. ☐

(10 Marks)

Q8. John is employed as a driver in the undertaking you are managing. John believes that his supervisor is making unreasonable and belligerent demands of him which, in his opinion, amounts to harassment. John has brought this to your attention by way of a conversation he has had with you in the canteen. What should you do as an initial step?

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

A Tell John to put his complaint in writing and that you will look into it. ☐

B Ask John has he spoken to the supervisor and raised this issue with her, and advise him that, if not, he should do so but only if he feels comfortable doing so. ☐

C Do nothing but make a mental note that if the situation is raised again you will take it up with the supervisor directly. ☐

D Tell John that there is a formal complaints procedure in place and that if he has a problem he should invoke this procedure. ☐

(10 Marks)

Q9. A road passenger transport operator with 6 buses must have financial standing of at least which amount?

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

A €34,000 ☐

B €35,000 ☐

C €36,000 ☐

D €60,000 ☐

(10 Marks)

Please Turn Over

Q10. If an RSA Vehicle roadside Inspector detects a breach of regulation or vehicle defect, the driver may be?

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

A Issued a fixed Penalty Notice with 5 Penalty Points ☐

B Issued a fixed Penalty Notice with 3 Penalty Points ☐

C Issued an on the spot fine of up to €10,000 ☐

D Interviewed under caution. ☐

(10 Marks)

20 Mark Questions

Q11. Provide a detailed explanation of the 'Weekly Rest Period' as it applies under Tachograph Regulations and also provide a detailed explanation of 'Break' as it applies under the same regulations.

(20 Marks)

Q12. 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)

Q13. 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?

Please Turn Over

(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)
(Total 20 Marks)

Q14. List and describe five steps that a Transport Manager can take to improve the organisation's risk rating under the CVORI in relation to driver's hours, tachograph rules and the Working Time Directive.

(20 Marks)

Q15. The Unfair Dismissals Acts 1977 to the Act if it is shown that 2005 provide that a dismissal will be unfair under the terms of it resulted wholly or mainly from a number of specified activities. List 6 of these activities.

(20 Marks)

Please Turn Over

Q16. Please list five documents that should be on a bus or coach when engaged on international operations.

(20 Marks)

Q17. 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)

Q18. 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)

Please Turn Over

Q19. 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)

Section B

Compulsory 100 Mark Question

Q1 *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 07.00 hrs, finishes at 22.00 hrs 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 11.00 hrs, finishes at 23.00 hrs 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 07.00 hrs, finishes at 16.00 hrs 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 08.30 hrs, finishes at 20.00 hrs 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

Please Turn Over

Question (i)
From the table for the week and the route information, identify SIX breaches of the Driver's Hours / Working Time Regulations.

Question (ii)
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)

50 Mark Questions

Answer one of the following:

Q2 **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)

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)

ANSWER QUESTION NUMBER: _____

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