

SPECIFICATION

IAO LEVEL 3 CERTIFICATE OF PROFESSIONAL COMPETENCE FOR TRANSPORT MANAGERS (PASSENGER TRANSPORT)

QUALIFICATION NUMBER: 610/0172/7



Change Control Sheet

Innovate Awarding will continuously review all support material to ensure its accuracy. All amendments will be recorded on the below change control table.

Version Number	Date Revised	Description of Revision	Page Affected

Innovate Awarding is an Ofqual regulated awarding organisation with an innovative and dynamic approach. We develop off-the-shelf, customised and fully bespoke qualifications across a growing number of sectors – all on the Regulated Qualifications Framework (RQF).

Our portfolio is always growing, and we currently have qualifications in the following sectors:

Active Leisure
Business and Management
Childcare
Employability
Retail

Health and Social Care
Hospitality and Catering
IT
Logistics
Education and Training

We currently offer over 100 qualifications and we're continuously developing and diversifying our portfolio. Please visit our website regularly to keep up to date www.innovateawarding.org.

This document will be updated if there are any changes, so it is important to make sure you are working from the most up-to-date version, which is available to download from our website.

This specification also provides details on administration, quality assurance policies and the requirements as well as responsibilities that are associated with the delivery of vocational qualifications.

Innovate Awarding is an Ofqual-regulated Awarding Organisation in England.

If you have any questions regarding qualifications in general, aspects of specific qualifications or our quality assurance policies and procedures, visit our website where a lot more information is available.

If you cannot find what you are looking for on our website, please call or email our customer support team:

Telephone: 0117 314 2800
Email: contactus@innovateawarding.org

"We work with a wide variety of organisations such as employers, training providers, FE colleges and Sector Skills Councils and develop off-the-shelf, customised and bespoke qualifications."

Qualification summary

Qualification Accreditation Number (QAN)	610/0172/7
Qualification review date	28/02/2025
Guided Learning Hours (GLH)	73
Total Qualification Time (TQT)	163
RQF level	3
Qualification credit value	16 credits
Minimum credits at/above level	16 credits
Assessment requirements	<p>Multiple Choice Question Exam, Extended Answer Question Exam</p> <p>This qualification is externally assessed and externally quality assured by Innovate Awarding External Quality Advisors (EQAs).</p>
Aims and objectives of the qualification	<p>This qualification is recognised as confirming professional competence to work on a standard operator licence in transport management.</p> <p>The qualification has been developed to meet the requirements of Regulation (EC) No 1071/2009 of the European Parliament and of the Council of 21st October 2009. Achievement of the Certificate of Professional Competence (Passenger Transport) confirms that the learner is qualified to manage transport operations within any EU member state.</p> <p>Up to and including 31st January 2021, International versions of the CPC gained in the UK were recognised as meeting the competence requirements in other EU member states. From 1st February 2021, member states may require individuals with a UK CPC to take a further examination on any aspects of transport operations that are specific to that state if they wish to work as the nominated person for a business in that state.</p>
Entry guidance	<p>There are no formal entry requirements for this qualification.</p> <p>It is recommended that learners have English and maths equivalent to Level 2 before commencing study. Training</p>

providers should consider this within their initial assessment to ensure that appropriate support is in place where required.

Progression opportunities

On completion of this qualification, learners may enter employment as a Transport Manager.

Learners may choose to undertake additional training or qualifications in the workplace as part of their ongoing professional development.

The award of this qualification does not require renewal after a specified period. However professional competence may be affected by changes in personal circumstances such as conviction of particular criminal offences.

Funding

For details on eligibility for government funding please refer to the following websites:

<http://www.education.gov.uk/section96/>

<https://www.gov.uk/government/organisations/education-and-skills-funding-agency>

Innovate Awarding

When you work with Innovate Awarding, you're working with an awarding organisation that sets itself apart – a dynamic company with a collaborative approach to doing business. We're consultative and innovative...everything that our customers say they want an awarding organisation to be.

We're easy to work with, committed and passionate about exceeding our customers' expectations. We're not tied down by bureaucracy and red tape and can think outside the box and respond quickly to our customers' needs.

We have a Performance Pledge that details guaranteed response times. Copies of these can be found on our website www.innovateawarding.org.

Feedback

Your feedback is very important to us. We're always open to suggestions when it comes to enhancing and improving our services, products and systems. Email us at contactus@innovateawarding.org or call us on 0117 314 2800.

Complaints

If we do get things wrong, we'll make every effort to resolve your issues quickly and efficiently. If you'd like to raise a formal complaint, then we recommend you read our Complaints Procedure which can be found on our website.

Fees

Our fees structure is transparent and straightforward. Our fees are published on our website in a clear format with no hidden charges. Unlike other awarding organisations, we do not charge an annual centre fee. Visit our website to compare our fees.

Enquiries and appeals

We recognise that sometimes decisions are made that a centre (or learner) may wish to appeal. We have an Enquiries and Appeals Policy and Process on our website that sets out guidelines on grounds for appeal and the process.

Data Protection

Innovate Awarding takes the protection of data seriously; we have a data protection statement outlining how we and our centres, comply with the current legislation on data protection. This statement can be found on our website.

Equality and Diversity

Innovate Awarding is committed to giving everyone who wants to gain one of our qualifications an equal opportunity of achieving it in line with current UK legislation (Equality Act 2010) and EU directives.

Centres are required, as conditions of approval, to use an equality and diversity policy that works together with ours and that they maintain an effective complaint and appeals process. We expect centres to tell learners how to find and use their own equality and diversity and appeals processes. For information, please visit our website.

Reasonable Adjustment and Special Consideration

All learners must be treated fairly and equally and be given every opportunity to achieve our/the qualifications. A copy of our policy on Reasonable Adjustments and Special Considerations, and application form, can be found on our website.

Malpractice and Maladministration

Innovate Awarding has a responsibility to do everything it can to prevent any malpractice or maladministration from occurring, and where it has already occurred, ensuring action is taken proportionate to the gravity and scope of the occurrence.

A copy of our policy and procedure on Malpractice and Maladministration is available on our website.

Recognition of Prior Learning (RPL)

RPL recognises how the contribution of a learner's previous experience could contribute to a qualification or unit. Innovate Awarding have produced guidance on RPL, and this can be found within our Information and Guidance for Centres on our website.

Please note the above is not a comprehensive guide to running qualifications. Once approved centres must adhere to the Centre Agreement and Information and Guidance for Centres.

The Regulated Qualifications Framework (RQF)

What is the RQF?

The Regulated Qualifications Framework (RQF) is an Ofqual regulated system of cataloguing qualifications. Qualifications on the RQF can be found by their size or level. Qualifications at a given level can differ depending on their content and purpose.

All of Innovate Awarding's qualifications are on the RQF.

Qualification Level

The level reflects the challenge or difficulty of the qualification. There are eight levels of qualification from 1 to 8, supported by three "Entry" levels.

Qualification Size

The size of a qualification reflects the estimated total amount of time it would take the average learner to study and be assessed. The size of a qualification is expressed in terms of Total Qualification Time (TQT). The time spent being taught or supervised, rather than studying alone, is the Guided Learning Hours (GLH).

Qualifications can sit at different levels but require similar amounts of study and assessment. Similarly, qualifications at the same level can take different amounts of time to complete.

Occupational competence requirements

Tutors and Quality Assurance Staff

Required Criteria

All Tutors and Quality Assurance Staff must:

- Have a specific qualification equivalent to the qualification or units being taught or quality assured
- Have relevant industry experience
- Demonstrate active involvement in a process of industry relevant Continued Professional Development during the last two years (this may be discipline/context-specific or relevant to tutoring or quality assurance)

Tutors

Tutors must hold or be working towards a teaching qualification. The following are acceptable:

- Level 3 Award, Level 4 Certificate or Level 5 in Education and Training
- Level 3 Award in Preparing to Teach in the Lifelong Learning Sector (PTTLS)
- Level 4 Award in Preparing to Teach in the Lifelong Learning Sector (PTTLS)
- Level 4 Certificate in Teaching in the Lifelong Learning Sector (CTTLS)
- Level 5 Diploma in Teaching in the Lifelong Learning Sector (DTTLS)
- Relevant predecessor NQF tutor qualifications

Internal Quality Assurers

Internal quality assurers must hold or be working towards any of the following:

- Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice
- Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice
- V1 (previously D34)
- Relevant predecessor NQF internal quality assurance qualifications

Internal verifiers holding historical qualifications such as unit V1 – Conduct internal quality assurance of the assessment process and/or unit D34, are required to demonstrate that they meet the same standards for monitoring assessment processes and decisions as set out in the Learning and Development National Occupational Standard – Standard 11 Internally monitor and maintain the quality of assessment. Suggested evidence that demonstrates this requirement may include CPD records, a Personal Development Plan (PDP) and/or records of work completed.

It is recommended that internal quality assurance staff also hold a relevant assessing qualification as detailed above.

External Quality Assurers

External quality assurers must hold or be working towards any of the following:

- Level 4 Award in the External Quality Assurance of Assessment Processes and Practice
- Level 4 Certificate in Leading the External Quality Assurance of Assessment Processes and Practice
- V2 (previously D35)

External verifiers holding historical qualifications such as unit V2 – Conduct external quality assurance of the assessment process and/or unit D35, are required to demonstrate that they meet the same standards for monitoring assessment processes and decisions as set out in the Learning and Development National Occupational Standard – Standard 12 Externally monitor and maintain the quality of assessment. Suggested evidence that demonstrates this requirement may include CPD records, a Personal Development Plan (PDP) and/or records of work completed.

It is recommended that external quality assurance staff also hold a relevant assessing and internal quality assurance qualifications as detailed above.

All new quality assurance staff must be given a clear action plan for achieving the appropriate qualification(s) and should be countersigned by an appropriately qualified individual until the qualification(s) are achieved.

Assessment

This qualification is assessed by two externally set examinations:

- Multiple choice question paper
- Extended answer question paper

Further information on the structure of each assessment can be found in the supporting "Assessment Guidance" documents for IAO's CPC qualifications.

Multiple choice

The multiple-choice question test for this qualification is 2 hours long. The test will comprise 60 questions with a minimum score of 42, or 70%, required to pass.

The test will be delivered online through Innovate's Surpass assessment platform. Mock tests and practice papers will be available to support learner preparation and can be accessed through Quartz Web.

Extended answer questions

The case study exam for this qualification will be 2 hours and 15 minutes long. The assessment will comprise four extended answer questions, each worth 15 marks. In order to pass, the candidate must achieve a minimum score of 30 out of 60 marks, or 50%.

The test will be delivered online through Innovate's Surpass assessment platform. Mock tests and practice papers will be available to support learner preparation and can be accessed through Quartz Web.

Overall grade

Learners must pass both assessments to achieve the qualification.

Retakes/resits

If either assessment is failed, then learners will have the opportunity to retake. Please refer to Innovate Awarding's "Retakes and resits policy" for more details.

Qualification Structure

Learners must complete all the mandatory units to gain the required 16 credits.

Unit Structures

All units are listed below.

Training Providers must read this document in conjunction with IAO's delivery guidance for this qualification which includes supporting information on the syllabus and indicative content.

Mandatory units

Unit ref	Unit title	Level	Credit value	GLH
M/650/0779	Civil law (Passenger Transport)	3	1	4
Y/650/0780	Commercial law	3	1	4
A/650/0781	Social law	3	3	14
D/650/0782	Fiscal law	3	1	4
F/650/0783	Business and financial management of the undertaking (Passenger Transport)	3	3	16
H/650/0784	Access to market (Passenger Transport)	3	2	10
J/650/0785	Technical standards and technical aspects of operation (Passenger Transport)	3	2	9
K/650/0786	Road safety (Passenger Transport)	3	3	12

Mandatory units:

Title:	M/650/0779 Civil law (Passenger Transport)
Level:	3
Credit Value:	1
GLH:	4
Learning Outcomes The learner will:	Assessment Criteria The learner can:
1. Understand the types of contract used in passenger transport	1.1 Identify the different types of contracts in passenger transport 1.2 Explain the implications of different types of contracts 1.3 Describe services that would be delivered within contract to meet customer needs
2. Understand how to negotiate a legally valid transport contract, notably with regard to conditions of carriage	2.1 Explain the legal process for the enforcement of contracts 2.2 Explain the following terms in the context of contract negotiation: <ul style="list-style-type: none"> • Acceptance • Consideration • Intention 2.3 Define the following terms: <ul style="list-style-type: none"> • Legal capacity • Legal purpose • Formalities

<p>3. Be able to assess a compensation claim and its impact on liability</p>	<p>3.1 Identify clauses that may be contained in the conditions of carriage</p> <p>3.2 Explain liabilities of:</p> <ul style="list-style-type: none"> • Principals • Sub-contractors • Agents <p>3.3 Explain the mitigations in place to limit liability for carriage of passengers and their luggage</p> <p>3.4 Describe the key elements of the Public Service Vehicles (PSV) Conduct Regulations applicable to both passengers and crew</p> <p>3.5 Explain the differences in legislation between fare paying and non-fare paying passengers</p> <p>3.6 Explain relevant legislation for dealing with claims for:</p> <ul style="list-style-type: none"> • Injury to passengers • Delay • Loss of or damage to baggage • Lost property <p>3.7 Assess compensation for losses relating to damage</p>
<p>Additional information about this unit</p>	
<p>3.1 Clauses to cover use of clauses and contractual rules for clauses</p>	
<p>Unit aim (s)</p>	<p>This unit aims to provide learners with knowledge of contracts used in road transport, how to negotiate contracts and the legislation relating to claims for compensation.</p>
<p>Assessment requirements specified by a sector or regulatory body (if appropriate)</p>	<p>This unit is assessed through multiple choice test and extended answer questions.</p>
<p>Details of the relationship of the unit and relevant national occupational standards</p>	<p>The qualification has been developed to meet the requirements of Regulation (EC) No 1071/2009 of the European Parliament and of the Council of 21st October 2009.</p>

Title:	Y/650/0780 Commercial law
Level:	3
Credit Value:	1
GLH:	4
Learning Outcomes The learner will:	Assessment Criteria The learner can:
1. Know the types of commercial companies in transport operations and the rules governing their constitution and operation	<p>1.1 Define types of businesses, including:</p> <ul style="list-style-type: none"> • Private limited companies • Public limited companies • Sole trader • Partnerships • Community interest companies <p>1.2 Explain the advantages and disadvantages of the following types of business:</p> <ul style="list-style-type: none"> • Partnerships • Limited liabilities • Sole traders <p>1.3 Explain the roles and responsibilities of:</p> <ul style="list-style-type: none"> • Business directors • Company secretaries • Liquidators <p>1.4 Outline the content and function of legal documents relating to a transport operation including:</p> <ul style="list-style-type: none"> • Partnership agreement • Prospectus • IN01 • Memorandum of Association • Articles of Association • Certificate of Incorporation • Trading Certificate
2. Understand the conditions and formalities laid down for plying the trade, the general obligations incumbent upon transport operators and the consequences of bankruptcy	<p>2.1 Describe the legal obligations for the formation, operation and dissolution of a business including rights and duties of business owners</p> <p>2.2 Explain the consequences of bankruptcy</p>

Additional information about this unit

1.3 Roles and responsibilities to include rights and duties in the context of:

- Partnerships
- Limited liability partnerships
- Sole trader
- Public and Private Limited companies

Business directors should include:

- Statutory or de jure
- De facto
- Non-statutory
- Shadow

2.1 Business to include:

- Partnerships
- Limited liability partnerships
- Sole trader
- Public and Private Limited companies

Unit aim (s)	Through this unit learners will be able to develop their understanding of the various types of business structure within transport management, including the advantages and disadvantages of each. They will be expected to develop an understanding of the responsibilities and liabilities placed upon individuals and companies within the industry.
Assessment requirements specified by a sector or regulatory body (if appropriate)	This unit is assessed through multiple choice test and extended answer questions.
Details of the relationship of the unit and relevant national occupational standards	The qualification has been developed to meet the requirements of Regulation (EC) No 1071/2009 of the European Parliament and of the Council of 21st October 2009.

Title:	A/650/0781 Social law
Level:	3
Credit Value:	3
GLH:	14
Learning Outcomes The learner will:	Assessment Criteria The learner can:
1. Understand the role and function of organisations with oversight of road transport	1.1 Describe the role, structure and functions of the following organisations: <ul style="list-style-type: none"> • Employment tribunals • Advisory, Conciliation and Arbitration Service (ACAS) • Central Arbitration Committee (CAC) • Health and Safety Executive (HSE) 1.2 Explain the role of trade unions in the logistics industry 1.3 Outline health and safety legislation relevant to transport operations 1.4 Explain the management of health and safety at work as it applies to the transport industry 1.5 Explain the role and powers of enforcement agencies and the industry regulators
2. Know employers' social security obligations	2.1 Outline the requirements in respect of the deduction and payment of National Insurance contributions applying to: <ul style="list-style-type: none"> • Employers • Employees
3. Understand the rules governing work contracts for the categories of worker employed by road transport organisations	3.1 Identify the types of contracts of employment, including their restrictions 3.2 Outline the requirements for contracts of employment and written employment particulars including: <ul style="list-style-type: none"> • Content of written employment particulars • Time limits for the issue of written employment particulars • Contract variation 3.3 Explain the rights and responsibilities of employers and employees including those relating to: <ul style="list-style-type: none"> • Part-time employees • Temporary employees

	<ul style="list-style-type: none"> • Agency staff • Transfer of undertakings • Remuneration and itemised pay statements • Dismissal, unfair dismissal and redundancy • Disciplinary and grievance procedures • Notice to terminate employment • Working time regulations • Maternity, paternity and parental provisions • Flexible working • Information for employees • Working for more than one employer • Discrimination in the workplace • Accessibility in the workplace • Statutory payments from employers, e.g., statutory sick pay (SSP) <p>3.4 Outline employers’ responsibilities regarding the hours worked by agency and part-time drivers</p>
4. Apply the rules relating to working time and drivers’ schedules	<p>4.1 Explain the provisions of the EU Drivers’ Hours Regulations and Domestic Drivers’ Hours rules</p> <p>4.2 Compile schedules for drivers</p> <p>4.3 Evaluate drivers’ schedules</p> <p>4.4 Draft instructions to drivers on the legal requirements</p> <p>4.5 Provide information to management on the need to comply with the regulations and the potential impact on the business of non-compliance</p> <p>4.6 Devise systems for ensuring that there is full compliance with the regulations including those relating to the keeping and checking of records</p> <p>4.7 Identify infringements of the regulations in given circumstances and the appropriate action to be taken</p> <p>4.8 Outline the provisions of the Working Time Regulations applicable to those mobile workers who are subject to EU drivers’ hours regulations EC561/2006 and the Road Transport (Working Time) Regulations (2005)</p>
<p>Additional information about this unit</p> <p>1.5 Enforcement agencies e.g.</p> <ul style="list-style-type: none"> • Health and Safety Executive (HSE) 	

- DVSA and DVA (NI)
- Environment Agency (EA)

Industry regulators include:

- Traffic Commissioners and Traffic Regulation Unit (NI)

2.1 National Insurance contributions should cover:

- Classes of National Insurance contributions
- Methods of collection and payment, timescales and contribution responsibilities

4.1 EU Drivers' Hours Regulations and Domestic Drivers' Hours rules including:

- Exemptions
- Combining EU and Domestic driving into single duty – implication for drivers and vehicles
- Combining EU and Domestic driving into weekly schedules – recording and managing activities
- Breaks, rests and the differences between these two activities
- Daily rest periods
- Weekly rest periods
- Periods of availability
- Working time (length of day/spreadover)
- Record keeping equipment
- Record keeping requirements for TMs including the ability to identify and apply the correct legal requirements in given operational circumstances
- Record keeping requirements for drivers including retentions of tacho cards, tacho printouts and analogue charts, block entry inputs for extended periods of absence, Letters of Attestation and their applicability to UK and EU journeys
- Enforcement
- Practical use of tachograph concerning driver entries, manual entries, setting changes and in/out of scope settings
- Knowledge of company card use, requirements and card entries/usage

4.8 Working Time Regulations to include:

- Maximum and average weekly working hours
- Break requirements
- Reference periods
- Periods of availability
- Workforce and collective agreements including opt out
- Night work
- Exemptions
- Record keeping
- Enforcement

Unit aim (s)	This unit aims to develop learners' understanding of employment law, drivers' hours regulations and working time regulations.
Assessment requirements specified by a sector or regulatory body (if appropriate)	This unit is assessed through multiple choice test and extended answer questions.
Details of the relationship of the unit and relevant national occupational standards	The qualification has been developed to meet the requirements of Regulation (EC) No 1071/2009 of the European Parliament and of the Council of 21st October 2009.

Title:	D/650/0782 Fiscal law
Level:	3
Credit Value:	1
GLH:	4
Learning Outcomes The learner will:	Assessment Criteria The learner can:
1. Understand the rules governing Value Added Tax (VAT) on transport services	<p>1.1 Identify the circumstances in which VAT applies to passenger transport</p> <p>1.2 Explain the procedures to be followed relating to:</p> <ul style="list-style-type: none"> • The principles of VAT • The circumstances in which a business must or may register for VAT • Registration processes • The meaning of input and output tax • Submission of VAT returns • VAT payments and refunds • Rates of VAT in the UK • Issue and content of VAT invoices • Zero-rated fares • Tour Operators' Margin Scheme (TOMS) <p>1.3 Identify the requirement to charge VAT on specified international road journeys</p> <p>1.4 Identify the potential VAT implications of carrying out cabotage operations</p> <p>1.5 Identify the circumstances in which it is possible to reclaim VAT paid in another country, including the procedures that must be followed</p> <p>1.6 Identify the circumstances in which zero rated VAT applies and does not apply to passenger transport journeys</p>
2. Understand the rules governing motor vehicle tax	<p>2.1 Explain how to calculate rates of vehicle excess duty (VED) for recovery vehicles and passenger or road haulage vehicles</p> <p>2.2 Identify the role of the issuing agency in payment and refund procedures</p> <p>2.3 Describe the conditions under which trade licences can be obtained and used, including operational restrictions on their use</p>

	2.4 Identify the conditions under which recovery vehicles can be used, including operational restrictions on their use
3. Understand the rules governing the taxes on road haulage vehicles	<p>3.1 Identify major UK bridges, tunnels and roads on which tolls are charged, including the basis used for charging</p> <p>3.2 Identify areas in which road pricing or congestion charging applies and relevant exemptions from the charging requirements</p> <p>3.3 Explain the impact of the Convention on the Taxation of Road Vehicles and how UK VED requirements apply to international circumstances</p> <p>3.4 Identify the type of charges applied in other countries to certain vehicles used in international passenger operations</p> <p>3.5 Identify methods of charging and collection</p>
4. Know the rules governing income tax	<p>4.1 Outline how income tax is applied to the profits of unincorporated businesses</p> <p>4.2 Outline deduction and payment of tax</p>
<p>Additional information about this unit</p> <p>3.2 Areas may include:</p> <ul style="list-style-type: none"> • Congestion charging zones • Low emission zones • Ultra-low emission zones • Toll routes (e.g., M6) <p>3.4 Type of charges may include:</p> <ul style="list-style-type: none"> • Infrastructure charges such as road tolls or environmental and congestion charges <p>3.5 Methods of charging to include:</p> <ul style="list-style-type: none"> • Toll booths • Vignettes • On-board units 	
Unit aim (s)	This unit aims to develop learners' understanding of VAT, vehicle tax and income tax.
Assessment requirements specified by a sector or regulatory body (if appropriate)	This unit is assessed through multiple choice test.

Details of the relationship of the unit and relevant national occupational standards	The qualification has been developed to meet the requirements of Regulation (EC) No 1071/2009 of the European Parliament and of the Council of 21st October 2009.
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Title:	F/650/0783 Business and financial management of the undertaking (Passenger Transport)
Level:	3
Credit Value:	3
GLH:	16
Learning Outcomes The learner will:	Assessment Criteria The learner can:
1. Know the laws and practices regarding methods of payment	1.1 Identify the legal requirements of documents used in business including: <ul style="list-style-type: none"> • Invoices • Statements • Credit and debit notes • Quotations • Estimates • Pro forma invoices 1.2 Identify when different methods of payment would be used
2. Understand types of finance available to a transport organisation	2.1 Explain how types of finance may be used to raise funds 2.2 Explain the factors that would inform the decision to use a type of finance
3. Be able to interpret balance sheets	3.1 Explain the purpose of the balance sheet 3.2 Identify the features of a balance sheet 3.3 Interpret balance sheets to make a judgement on a company's financial situation
4. Be able to interpret a profit and loss account	4.1 Describe the purpose of trading and profit and loss accounts 4.2 Explain the following: <ul style="list-style-type: none"> • Direct costs • Indirect costs • Gross (or operating or trading) profit or loss • Net profit or loss 4.3 Interpret a profit and loss statement to make a judgement on a company's financial situation

<p>5. Be able to assess the undertaking's profitability and financial position, considering financial ratios</p>	<p>5.1 Define the following ratios used to assess an operation's financial health:</p> <ul style="list-style-type: none"> • Capital employed • Working capital • Current or working capital ratio • Quick assets ratio or acid test ratio • Return on capital employed • Gross and net profit expressed as a percentage of sales <p>5.2 Apply ratios in calculations to assess an organisation's financial health</p>
<p>6. Be able to prepare a budget</p>	<p>6.1 Explain the importance of preparing and monitoring budgets and systems of budgetary control</p> <p>6.2 Prepare a budget</p> <p>6.3 Analyse financial performance using budgets</p> <p>6.4 Explain the causes and effects of variances between budgeted and actual performance</p>
<p>7. Be able to prepare costings for transport jobs</p>	<p>7.1 Explain the impact of regulatory change on costings</p> <p>7.2 Prepare costing information including:</p> <ul style="list-style-type: none"> • Determination of fixed costs, variable costs and overheads • Calculation of depreciation • Calculation and tabulation of costs on a per vehicle, per unit distance travelled, per time period, per journey or per unit of quantity basis • Calculation of contribution to costs from a given journey rate • The identification of circumstances in which a rate which does not cover total costs might be accepted (marginal costing) • The use of Bus Service Operating Grants and how it can offset fuel costs <p>7.3 Determine the most cost-effective option for a transport job</p> <p>7.4 Include currency exchange rates within costings</p>
<p>8. Be able to create an organisation chart relating to an organisation's personnel</p>	<p>8.1 Evaluate different staffing structures</p> <p>8.2 Produce organisation charts for a business, a function or a depot</p> <p>8.3 Develop work plans for measurement, including the use of key performance indicators</p>

<p>9. Understand the principles of marketing, publicity and promotion</p>	<p>9.1 Describe the use of marketing methods</p> <p>9.2 Explain how to select the best method for marketing a transport operation</p> <p>9.3 Describe the purposes and use of public relations including:</p> <ul style="list-style-type: none"> • The use of the media • Involvement in or support for local community activities
<p>10. Understand types of insurance relating to passenger transport</p>	<p>10.1 Identify compulsory types of insurance and cover provided by employer's liability and third-party motor insurance</p> <p>10.2 Identify discretionary types of insurance</p> <p>10.3 Explain the requirements for compulsory/discretionary insurance</p> <p>10.4 Outline the factors that are taken into account when determining premiums</p> <p>10.5 Explain how to control risk in respect of minimising insurance premiums</p> <p>10.6 Explain how to gain medical treatment while abroad for employees</p> <p>10.7 Give examples of circumstances that could give rise to policies being invalidated</p>
<p>11. Understand applications of electronic data transmission in passenger transport</p>	<p>11.1 Outline the uses of information and communications technology:</p> <ul style="list-style-type: none"> • Electronic ticketing • Routeing, scheduling and timetabling • Real-time information systems • Telemetry • GPS and satellite navigation • Vehicle and staff scheduling systems • Customer information systems • Booking and reservation systems • The internet • Closed circuit television • Timetable information, vehicle location and fare information via Bus Open Data System (BODS) <p>11.2 Describe electronic communication systems for voice and data</p> <p>11.3 Explain how to manage data in line with current legislation</p>

<p>12. Understand the rules governing fares and pricing in public and private passenger transport</p>	<p>12.1 Define separate fares and hire-and-reward operations</p> <p>12.2 Describe how fare tables are used for scheduled and other services</p> <p>12.3 Outline types of fares including:</p> <ul style="list-style-type: none"> • Flat • Zonal • Promotional • Seasonal • Tapered • Directional • Time-based • Multi-travel • Concessionary • Free <p>12.4 Describe procedures relating to statutory concessionary fare schemes</p> <p>12.5 Explain the methods of issuing tenders for contracted and non-contracted operations</p> <p>12.6 Explain how to prepare responses to tenders that meet the requirements of tendering bodies</p> <p>12.7 Explain subsidised and tendered services including:</p> <ul style="list-style-type: none"> • 'Supply side' tenders • 'Bottom line' tenders • Rules regarding de minimis operation
<p>13. Be able to apply the rules governing the invoicing of road passenger transport services</p>	<p>13.1 Apply the provisions of the Package Travel Regulations</p>
<p>Additional information about this unit</p> <p>1.2 Methods to include:</p> <ul style="list-style-type: none"> • Cash • Cheques • Credit cards • Charge cards • Debit cards • Fuel charge cards • Bills of exchange • Credit transfers (including any electronic transfers) <p>2.1 Types of finance must include:</p> <ul style="list-style-type: none"> • Taxation due • Trade credit • Overdrafts • Loans 	

- Mortgages
- Debentures
- Share issues
- Revenue reserves (retained profits)
- Leases
- Use of factoring
- Guarantees and guarantee deposits

3.2 Features of a balance sheet to include:

- Assets and liabilities
- Creditors and debtors
- Capital
- Current and long-term liabilities
- Fixed and current assets
- Depreciation

7.1 Regulatory change for example Brexit

9.1 Marketing methods may include:

- Primary and secondary forms of market research
- Market segmentation
- Sales promotion
- Response rates
- Conversion rates
- Advertising
- Compilation of customer information
- SWOT analysis
- Product life cycles

10.1 Types of insurance:

- Liability
- Accidental injury/life insurance
- Non-life insurance
- Luggage insurance

10.2 Discretionary types of insurance may include:

- Buildings and contents
- Fire and flood
- Theft and burglary
- Fidelity guarantees
- Consequential loss
- Public liability
- Professional negligence
- Motor cover additional to statutory requirements

- Cash in transit
- Luggage
- Private travel insurance
- Goods-in-transit insurance
- Travel and health insurance (including repatriation cover)
- Maritime risks insurance
- International motor insurance and the requirements

12.1 Separate fares and hire-and-reward operations may include:

- Local services
- Regular services
- Express services
- Contract hire
- Private hire
- Tours
- Package tours
- Excursions
- Shuttle services
- Taxi operations

Unit aim (s)	This unit aims to develop learners' understanding of business finance, organisation structure, marketing, insurance, pricing structure and the use of ICT.
Assessment requirements specified by a sector or regulatory body (if appropriate)	This unit is assessed through multiple choice test and extended answer question.
Details of the relationship of the unit and relevant national occupational standards	The qualification has been developed to meet the requirements of Regulation (EC) No 1071/2009 of the European Parliament and of the Council of 21st October 2009.

Title:	H/650/0784 Access to market (Passenger Transport)
Level:	3
Credit Value:	2
GLH:	10
Learning Outcomes The learner will:	Assessment Criteria The learner can:
1. Understand how to apply for an Operator Licence	<p>1.1 Identify the types of vehicles subject to:</p> <ul style="list-style-type: none"> • Operator licensing • Permit for passenger <p>1.2 Explain the process for:</p> <ul style="list-style-type: none"> • Applying for a licence • Changing a licence • Varying a licence • Maintaining a licence • Maintaining a registered service <p>1.3 Explain the information required when applying to obtain an Operator Licence for:</p> <ul style="list-style-type: none"> • Restricted operations • National operations • International operations <p>1.4 Outline differences in the objection process between PSV and HGV licence applications</p> <p>1.5 Explain the rights that may be exercised by objectors</p> <p>1.6 Explain how Traffic Commissioners process applications</p> <p>1.7 Explain the decisions available to Traffic Commissioners</p> <p>1.8 Explain the grounds under which an appeal can be raised</p>
2 Understand the rules for setting up a passenger transport operation	<p>2.1 Explain the procedures followed by DVSA, including Operator Compliance Risk Score (OCRS)</p> <p>2.2 Identify the scope of disciplinary powers by the Traffic Commissioner</p> <p>2.3 Identify information that must be reported to the Traffic Commissioner by transport operators, and when this must be done by</p>

<p>3 Know the documentation required for transport operations</p>	<p>3.1 Explain the process to obtain a UK Licence for the Community</p> <p>3.2 Identify the documents required to carry out a journey relating to the</p> <ul style="list-style-type: none"> • Driver • Vehicle • Passengers <p>3.3 Explain the role of a Transport Manager in ensuring that relevant documentation is in place</p>
<p>4 Understand the rules on the organisation of the market in passenger transport</p>	<p>4.1 Explain the principles of competition law and the role of the Competition and Markets Authority</p> <p>4.2 Explain the role of local and regional governments including:</p> <ul style="list-style-type: none"> • Integrated transport authorities • County councils • Unitary authorities • Traffic Commissioners • Transport for London
<p>5 Be able to draw up transport plans in line with the requirements for road passenger transport services</p>	<p>5.1 Define the different types of service and operation by passenger transport vehicles, including when each would be applied</p> <p>5.2 Outline the requirements to obtain, maintain, amend or withdraw a service</p> <p>5.3 Draft timetables for a passenger vehicle</p> <p>5.4 Produce transport plans taking relevant factors into account including:</p> <ul style="list-style-type: none"> • Types of duty • Timetabling • Crew rostering • Vehicle scheduling <p>5.5 Define the following terms in the context of operating road passenger services:</p> <ul style="list-style-type: none"> • Frequency • Headway • Layover • Clock face and non-clock face headways • Interworking <p>5.6 Calculate the number of vehicles, duties and drivers required for a service</p> <p>5.7 Calculate the length of a duty roster</p> <p>5.8 Explain the difference between those services which need prior approval (authorisations) and those where the volume of operation is not regulated (waybills)</p>

	<p>5.9 Describe the roles of the:</p> <ul style="list-style-type: none"> • International Road Freight Office (IRFO) concerning service authorisation • Confederation of Passenger Transport (CPT) UK regarding waybill supply <p>5.10 Describe the functions of documents that need to be carried on international road passenger journeys including:</p> <ul style="list-style-type: none"> • Documents for drivers and other crew members • Documents for the vehicle • Documents relating to the transport service • Documents for passengers • Requirements of ferry operators for passenger manifests <p>5.11 Explain how to ensure documents required on international road passenger journeys are in place</p> <p>5.12 Explain the permitted amends to documentation during international journeys</p> <p>5.13 Explain the purpose of border controls to regulate the movement of people and their belongings including:</p> <ul style="list-style-type: none"> • Key provisions of the Schengen Agreement • Passport and visa procedures • Immigration controls • Function of red, green and blue customs channels controls of prohibited and restricted goods • Anti-smuggling and other security controls
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Additional information about this unit

1.5 Objectors may include local authorities and the police.

1.7 Decisions must include:

- Issue in full
- Issue in part
- Delay
- Refuse

5.1 Different types of service to include:

- Regular services
- Special regular services
- Shuttle services

- Occasional services
- Cabotage
- Own account operations
- Local services
- Flexible local services
- Excursions and tours
- Express services
- Community bus services

5.11 Documents may include:

- Documents for drivers and other crew members
- Documents for the vehicle
- Documents relating to the transport service
- Documents for passengers
- Requirements of ferry operators for passenger manifests

Unit aim (s)	This unit aims to develop the learners' understanding of the Operator Licence application process and the documentation and procedures involved in offering a road passenger transport service.
Assessment requirements specified by a sector or regulatory body (if appropriate)	This unit is assessed through multiple choice test and extended answer question.
Details of the relationship of the unit and relevant national occupational standards	The qualification has been developed to meet the requirements of Regulation (EC) No 1071/2009 of the European Parliament and of the Council of 21st October 2009.

Title:	J/650/0785 Technical standards and technical aspects of operation
Level:	3
Credit Value:	2
GLH:	9
Learning Outcomes The learner will:	Assessment Criteria The learner can:
1. Understand the rules concerning the weights and dimensions of vehicles in the member states and the procedures to be followed in the case of abnormal loads	<p>1.1 Define the terms used to identify weight categories including:</p> <ul style="list-style-type: none"> • Unladen weight • Gross vehicle weight, maximum authorised mass, permissible maximum weight • Gross train weight • Design weight • Axle weights <p>1.2 Apply the weight limits for different types of vehicles including total vehicle and axle weight limits</p> <p>1.3 Identify vehicle dimensional limits including those relating to:</p> <ul style="list-style-type: none"> • Length • Width • Height <p>1.4 Explain the role of enforcement agencies and knowledge of enforcement procedures</p>
2. Be able to choose vehicles and their components to meet the needs of the operation	<p>2.1 Select the appropriate vehicle for a job considering:</p> <ul style="list-style-type: none"> • Vehicle type • Engine type • Transmission • Braking systems • Passenger comfort equipment, including climate control and entertainment equipment • Toilet provision • Galley provision • Suspension • Wheels, tyres and axles • Loading and other ancillary equipment • Emission standards

	<ul style="list-style-type: none"> • Public Service Vehicles Accessibility Regulations • Bus Open Data Service capability <p>2.2 Justify the selection of vehicles and components within the fleet</p>
<p>3. Understand the procedures relating to type approval, registration and technical inspection of vehicles</p>	<p>3.1 Explain procedures relating to:</p> <ul style="list-style-type: none"> • Type approval • Plating and testing • Tempo 100 • Vitesse 100 • Construction and Use Regulations • Alterations to vehicles • Enforcement powers, including inspection and prohibitions • PSV Fitness regulations <p>3.2 Explain how to ensure new and existing vehicles are roadworthy and meet regulatory requirements</p> <p>3.3 Explain the consequences of non-compliance</p>
<p>4. Understand what measures must be taken to reduce noise and combat air pollution by motor vehicle exhaust emissions</p>	<p>4.1 Describe options available to reduce noise or air pollution in road transport vehicles, including the following:</p> <ul style="list-style-type: none"> • Engine technology • Euro standards • Retro fitting • Fuel technology • Environmental standards
<p>5. Be able to draw up periodic maintenance plans for the vehicles and their equipment</p>	<p>5.1 Produce maintenance plans considering:</p> <ul style="list-style-type: none"> • Legislative requirements • DVSA guidance • Best practice <p>5.2 Explain the advantages of in-house and third party planned and preventative maintenance provision</p> <p>5.3 Explain the requirement for, and content of, driver walk around checks, preventative maintenance and vehicle inspections</p> <p>5.4 Explain the requirements for vehicle and equipment testing and calibration</p> <p>5.5 Explain how to record vehicle maintenance checks in line with regulatory requirements</p> <p>5.6 Explain how to set up a quality control system for driver defect reporting</p>

Additional information about this unit	
Unit aim (s)	This unit aims to develop learners' understanding of vehicle weight limits, vehicle standards and maintenance checks.
Assessment requirements specified by a sector or regulatory body (if appropriate)	This unit is assessed through multiple choice test and extended answer question.
Details of the relationship of the unit and relevant national occupational standards	The qualification has been developed to meet the requirements of Regulation (EC) No 1071/2009 of the European Parliament and of the Council of 21st October 2009.

Title:	K/650/0786 Road safety (Passenger Transport)
Level:	3
Credit Value:	3
GLH:	12
Learning Outcomes The learner will:	Assessment Criteria The learner can:
1. Know what qualifications are required for drivers	<p>1.1 Identify the qualifications for drivers, including:</p> <ul style="list-style-type: none"> • Provisional licences • Initial qualification • Retraining requirements • Hours required for periodic DCPC • UK and international requirements • Employers' responsibilities to check licences and recording of checks • Validity and renewal <p>1.2 Explain categories of driving entitlement</p> <p>1.3 Outline the requirements to deliver CPC driver training</p>
2. Understand traffic rules and safety requirements for passenger transport operations in the UK and different member states	<p>2.1 Describe traffic rules for transport vehicles including:</p> <ul style="list-style-type: none"> • Speed limits for various types of vehicles and roads • Restrictions on waiting, parking and the loading and unloading of passengers • Traffic signs and signals • Bus lanes and bus ways • Rules applicable to different types of roads including motorways, clearways and road lanes restricted to specified vehicles <p>2.2 Identify traffic rules for EU member states</p> <p>2.3 Identify the requirements for supplementary safety equipment in specific member states</p> <p>2.4 Explain movement restrictions that operate in specific member states</p> <p>2.5 Explain the powers of enforcement agencies relating to alleged traffic offences</p>

	<p>2.6 Describe the criteria that must be met to achieve Tempo 100 and Vitesse 100, the period of validity of certificates</p> <p>2.7 Explain the Public Service Vehicle (PSV) Conduct Regulations</p>
3. Be able to produce instructions for drivers to check their compliance with the safety requirements	<p>3.1 Explain the checks that drivers must make to ensure roadworthiness</p> <p>3.2 Explain the role of the Transport Manager in ensuring that checks are carried out in line with legislative requirements</p> <p>3.3 Produce instructions for drivers to undertake daily checks, including:</p> <ul style="list-style-type: none"> • Nil defect reporting • Exception reporting
4. Understand the actions to be taken following a road traffic accident	<p>4.1 Explain the actions to be taken following a road traffic accident in line with current legislation</p> <p>4.2 Explain the actions to be taken following a serious incident, injury, fire or accident in line with current legislation</p>
5. Understand how to ensure goods are secured safely	<p>5.1 Describe drivers' responsibility for the security and integrity of passenger luggage</p> <p>5.2 Describe the principles of safe loading and manual handling requirements</p>
6. Know the layout of the 'E route' (AGR) network in the member states	<p>6.1 Identify the major traffic arteries in the EU member states, including physical mountain and water barriers that constrain movements</p> <p>6.2 Describe the AGR Convention (E routes) regarding the international system of road numbering</p> <p>6.3 Describe what an E route is</p> <p>6.4 Explain how E routes are used</p> <p>6.5 Explain where you would find information on E routes</p>
<p>Additional information about this unit</p> <p>1.1 Initial qualification: theory and practical tests, types of vehicles covered in test</p> <p>1.2 Categories of driving entitlement to include:</p> <ul style="list-style-type: none"> • Restrictions • Licence issue, validity and renewal • Medical requirements • Enforcement and disciplinary procedures 	

<ul style="list-style-type: none"> • Employer’s responsibility to check driving entitlement including those holding non-UK licences • Provisional licence holders • Theory and practical driving test and vehicles that can be used <p>2.1 Types of vehicles to cover different categories and weights of vehicles.</p> <p>3.1, 3.2 and 3.3 Checks to include the daily walk and use of the daily defect report sheet, safety checks, ‘gate checks’</p> <p>3.1 Roadworthiness should consider vehicle serviceability, safe loading</p> <p>4.1 Actions must include:</p> <ul style="list-style-type: none"> • Reporting requirements • Document production • Information to be given at the scene or subsequently • Evidence collection • Action to assist those involved • Action to secure the accident scene • Preparation of insurance claims 	
Unit aim (s)	This unit aims to develop learners’ understanding of driver qualification requirements, traffic regulations, driver vehicle checks and health, safety and security procedures.
Assessment requirements specified by a sector or regulatory body (if appropriate)	This unit is assessed through multiple choice test and extended answer question.
Details of the relationship of the unit and relevant national occupational standards	The qualification has been developed to meet the requirements of Regulation (EC) No 1071/2009 of the European Parliament and of the Council of 21st October 2009.