

**LEVEL 3 CERTIFICATE OF PROFESSIONAL COMPETENCE FOR TRANSPORT MANAGER
(PASSENGER TRANSPORT) 10303
R2 CERTIFICATE OF PROFESSIONAL COMPETENCE (PASSENGER TRANSPORT) CASE STUDY
SAMPLE ASSESSMENT MATERIAL TIME: 2 HOURS**

Planned operations

OCR is considering a summer shuttle service between Leeds and Barcelona, running once a week in each direction from the beginning of May to the end of September, carrying passengers that OCR has brought together. Passengers would be accommodated at a camp site you own on the outskirts of Barcelona.

Q1 The Managing Director has asked you to explain some of the procedures necessary to enable OCR to operate the Barcelona shuttle service.

(a) Explain, in chronological order, what you would have to do to enable you to provide this service.

Q2 (a) Set out **SEVEN** documents that must be available on the vehicle whilst travelling through France.

(b) Between calculating your costs and the date of operation, the exchange rate changed to €1 = £0.95. As a result, 10 days before departure, you raised your charge to £220 and consequently a passenger complained to Trading Standards officers. Explain why the customer has a valid complaint.

Full details can be found at :

http://www.ocr.org.uk/qualifications/type/vrq/cpc/pttm_2012/