



PASSENGER INTERNATIONAL CPC (OPERATOR LICENCE)

The Number 1 UK Institute for Logistics and Transport Qualifications

WELCOME

The Institute of Supply Chain Management’s mission is to offer every professional an invaluable opportunity to progress their career with unique and flexible solutions, designed for the industry, by the industry.

The aim is to improve the performance of the supply chain through its workers. IoSCM believe in providing employees and management with the skills needed to deliver effective planning and procedures in all aspects of the supply chain.

Students are vital to our mission. IoSCM want to improve the supply chain industry by bettering skills, improving knowledge and creating opportunities to offer every professional the scope to expand their potential.

To make the Institute’s offering accessible to everyone, we are responsible for designing the UK’s most tailored, flexible study package. Qualifications can be designed to achieve business goals or career ambitions, in a way that suits the learner. With IoSCM, learners have the opportunity to certify existing skills, learn new ones, or both.

The team are devoted, every step of the way. From analysing a student’s current situation to putting them on the right path for success, each department is highly trained to ensure people get exactly where they want to be.

IoSCM want to be responsible for the standard of skills required in the industry. Ensuring that people are given the opportunities to succeed and businesses are boosted due to our qualifications.

Your journey starts with us.



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The CPC Qualification with IoSCM

- Unlimited support, guidance and feedback from industry expert tutors
- Access to online mock exams and past CPC test papers on our online learning platform, offering unbeatable exam prep
- Premium materials and resources supplied by the market leader in the supply of training materials for the transport industry as a hard copy and online
- Up to 6 classroom based training and face to face workshop opportunities throughout your studies, more than any other provider
- The most flexible Transport Manager CPC training package in the industry, allowing you to adapt the course to study at your own pace, in your own time and around your current circumstances
- 98% pass rate across current qualifications, the industry average for CPC is only 50%
- One to one tutor sessions can be organised through a range of communication methods including Whatsapp, Skype, Facetime, text, email or phone call
- Easy to use, customised online learning platform, providing unlimited access to resources and course materials
- Self-assessments, exam preparation and tutor feedback available at the end of each small unit to give students direction and guidance
- Access to revision and study tools such as time tables, planning guides, glossaries and websites
- FREE IoSCM Membership with every course enrolment for a limited time only, interact with students and professionals across the globe with access to our innovative members' area

The cost of the course, fully supported by IoSCM is £795.00*

Spend less time and less money when you pass first time with IoSCM. We'll guarantee that if you don't pass your CPC management qualification in six months, we'll give you another six months of unbeatable support entirely FREE to ensure you achieve your transport manager licence.

*Exclusive of Examination Fees

What is CPC?

CPC stands for 'Certificate of Professional Competence'. It can be applied to a range of industries as well as the haulage and transport industries.

The Transport Manager CPC is a legal requirement of the operator licensing system for both Standard National and International licences. Under current EU law bus, coach and large goods vehicle operators must show that they are professionally competent or employ someone as a transport manager who meets that requirement.

In this context, only an individual person can be professionally competent and to become this, the person must pass the CPC examinations set by the OCR.

Obtaining this qualification demonstrates the professional competence of the owner operator or transport manager responsible for the control of goods vehicles or of anyone applying for an Operator's Licence.

IoSCM's Transport Manager CPC course is open to all wishing to gain the qualification and become a qualified CPC holder.



Why Study with IoSCM?

IoSCM is the leading provider of online logistics and transport qualifications in the UK. IoSCM was formed using the knowledge and expertise of the finest talent in the supply chain industry. From our founder to our team of tutors, the experience within our organisation is unrivalled.

Unlimited Access to Industry Expert Tutors

IoSCM's Tutor Team are an amalgamation of some of the industry's finest talent. All experts within their field, the team provide preparation for your distance learning experience, assistance with your CPC management qualification and support you during each unit. Our experts contribute enormously to the success of IoSCM's students, with thanks to their extensive experience and remarkable careers. Because we have tutors specialising in every sector of the industry, we have a strong perception of the requirements needed to succeed and progress within every field.

Accessible Online Delivery and Assessment

Just like our professional qualifications, the CPC training is delivered online. You'll gain access to a customised learning platform in which you can take mock tests, utilise a huge library of resources and interact with other students across the globe.

You will also receive feedback on each mock exam, assessment and past paper you complete. The results from self-assessments are shown immediately to give you direction on what you're doing well and what you might need to take another look at. The ability to study past papers and prepare yourself through mock testing is an excellent way to ensure you are fully ready to take the real exam. You can take and retake the practise self-tests as many times as you like. By doing this, we're increasing your confidence in your

ability to succeed and therefore, also ensuring you pass each exam first time.

First Class Communication

Students have unlimited access to their tutors for guidance and advice through a multitude of ways. You can get in contact with your tutors via a Skype call, face to face meeting or just a traditional phone call, liaise with our dedicated student support team to book in a one to one support session for you and a tutor.

We are dedicated to helping you succeed and so, IoSCM have an out-of-hours service for those students who aren't available during regular working hours. You can also interact with our support team using the IoSCM learning platform. You can direct message your tutor at any point, and they will get back to you at the earliest convenience. You'll then be notified of their reply immediately so you have constant interaction, feedback and guidance throughout. You can also get involved in public forums and discussions that regularly have input from the IoSCM support team.

Flexibility and Study Methods

Because a CPC qualification with IoSCM is mostly online, you can study in your own time and in the comfort of your own home. You can revisit materials and resources as often as required, simply log in to your personal learning platform. Unlike a classroom

based course, you're not expected to squeeze in the full qualification in a set amount of days. We do however, offer up to six days of optional classroom based training and face to face workshops for you to attend, more than any other CPC training provider in the country. We understand that every individual is different, so we encourage you to learn at your own pace and in a way that suits you.

Pass First Time

Our support package is so important, not only because there isn't currently anyone who offers such a high level, but because we're dedicated to changing the industry statistics. At present, the average pass rate across CPC training courses is 50%. IoSCM's current pass rate across our Logistics and Transport qualifications is 98%. With the unbeatable support we provide, you can spend less time and less money by increasing your chance of gaining your transport manager's licence first time.

Our entire approach to learning is to guarantee your success.

#YourJourneyStartsWithUs



How Can a CPC Qualification Improve my Career?

After achieving a Transport Manager CPC qualification, you have the opportunity to embark on a successful career within the transport industry. With a number of progression routes available you can quickly climb the ranks and increase your earnings significantly.

Transport Managers can undertake higher level qualifications part-time or additional complementary qualifications based in the workplace such as IoSCM's Level 3 in Logistics and Transport.

This qualification can expand your career prospects even further. The aim is to develop knowledge and a wide range of skills relating to logistics and transport so that businesses can improve their performance and efficiency. This will open new avenues of vocation, offering you substantial career development and greater income.

IoSCM have a professional team of Course Advisors who are specially trained in understanding you and your career goals, as well as the most cost-saving and efficient route for you to achieve them. A CPC qualification can be the first step in your long term goals and by having a no obligation consultation with our team today, you can be aware of the many opportunities that lie ahead upon completion of your CPC.

How Long Does the CPC Qualification Take?

We offer students a full 6 months of support in order to complete the CPC qualification. You can study in your own home, in your own time and at your own pace with the unlimited guidance and advice from the expert team at IoSCM.

IoSCM offer an unrivalled guarantee with every enrolment. If you don't pass within the six months, we'll give you an additional six months of full support entirely FREE.

The Transport Manager CPC Examinations

Students are responsible for sourcing their own exam delivery centre which you can do via OCR at an additional cost. The IoSCM CPC qualification course fees do not cover the cost of your exam, this must be paid directly to OCR upon time of booking. Exams take place 4 times a year (March, June, September and December) and are available at various locations across the UK.

The current fees for CPC examinations for the year commencing 1st September 2017:

- Multi-Choice Examinations: £45.55
- Case Study Examinations: £64.90

These costs are subject to change at the discretion of OCR. Students will be updated of any changes as and when they are made.

The Exam Structure

The Transport Manager CPC Exam is made up of two parts;

1. The Multiple Choice Assessment
2. The Written Case Study Assessment

Students will need to pass both elements of the exam to gain their qualification. It will test your knowledge on national and international application.

The Multiple Choice Assessment

The multiple choice assessment is available as a quarterly test, that dependant on your delivery centre can be paper based or an e-test.

Candidates are allowed 2 hours to complete the CPC multiple choice, which consists of 60 questions each worth 1 mark. The national pass mark for this test is 42.

Candidates are allowed to use a battery-operated, non-programmable calculator and an English dictionary. No other electronic equipment or written materials may be taken into the examination.

The Written Case Study Assessment

The case study focuses on the application of knowledge, making candidates more adept at the skills required in certain transport careers. This benefits the transport industry in general by encouraging more relevantly qualified transport managers. The exams are built around appropriate content, giving more time to concentrate candidates' learning and knowledge on a relatable range of topics.

Students will be issued with a relevant scenario as a brief at the beginning of their assessment, which is 2 hours and 15 minutes long. The case study paper is a 60 mark paper and has a notional pass mark of 30.

Candidates are permitted to take any notes or books of their choice into the case study assessment, and questions will test application of knowledge only.



Will My CPC Operator Licence Expire?

Candidates who reach the required level to pass the examination for all units that make up a full award will receive:

- an OCR certificate listing the units and
- an OCR certificate giving the full qualification title
- a CPC certificate, including place of birth, needed for Operator Licensing purposes.

The CPC qualification is currently a lifetime award, which means that once obtained, the qualification will not expire and holders will be considered professionally competent for the rest of their lives. You are required to complete 35 hours' worth of training every 5 years, however. This regular training is to keep your knowledge fresh and relevant.

The only time your CPC qualification can be affected

is by certain personal circumstances , for example, if the holder is convicted of certain criminal offences you will be revoked of your operator licence immediately.

Also, if major changes are made in legislation or law you may need to retake certain units.

Course Information

Course Overview

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| 1. Introduction to the Course | 18. Weights and Dimensions of Vehicles and Loads |
| 2. Business and Company Law* | 19. Safe Loading of Vehicles and Transit of Goods* |
| 3. Industrial Relations* | 20. Mechanical Conditions - Plating and Testing* |
| 4. Health and Safety* | 21. Mechanical Conditions - Fleet Inspections and Enforcement* |
| 5. Financial Management* | 22. Driver Licensing* |
| 6. Commercial Conduct of the Business* | 23. Traffic Regulations and Speed Limits |
| 7. Marketing* | 24. Traffic Accident Procedure* |
| 8. Organisation Charts, KPIs and Work Plans* | 25. Insurance* |
| 9. Business Taxation* | 26. Vehicle Selection* |
| 10. Operator Licensing* | 27. Permits and Methods of Operating* |
| 11. Drivers' Hours and Records - Basic Requirements* | 28. Customs Transit Systems* |
| 12. Drivers' Hours and Records - Records* | 29. Incoterms and Frontier Crossings* |
| 13. Planned Preventive Maintenance* | 30. International Transport Documentation* |
| 14. Vehicle Costing* | |
| 15. Vehicle Taxation | |
| 16. Transport Ancillaries and Contracts of Carriage* | |
| 17. Electronic Data* | |

** Modules containing sample case study questions*



Module 1: Introduction to the Course

The introductory module will cover subjects of considerable technical detail. The materials explain the major topics specified in the syllabus to a realistic level. Whilst every opportunity is taken to ensure that these notes remain in line with both the syllabus and the examinations, students must not

automatically assume that the answer to every question in every examination will be found in the following modules. Students are advised to take any opportunities to look at other sources of reference in order to gain as wide an understanding as possible.



Module 2: Business and Company Law

This Business and Company Law module will cover the basic law associated with business contracts, with particular emphasis on the essential components of legally

binding contracts. After considering the law of contract, the notes will continue and examine the main forms of business organisation available in the UK today.



Module 3: Industrial Relations

The Industrial Relations module of the CPC qualification explore the tremendous effort made by governments to create legislation that would improve industrial relations. You will examine major areas of interest including Machinery to Promote the Improvement

of Industrial Relations, employee rights, dismissals and tribunals as well as trade disputes and the industrial action that will derive from such situations.



Module 4: Health and Safety

The health and safety of employees who might be affected by work activities has long been the focus of interest. Throughout this module you'll explore the Health and Safety at Work Act 1974, which brought in the general framework of health and

safety legislation which we have today. You'll also cover the requirements of specific regulations made under HSWA as well as the concept and practice of risk assessments.



Module 5: Financial Management

The primary goal for most commercial businesses is to make a profit through trading. Trading can involve buying and selling goods, the production of products and consequently selling them, or providing and selling a service. Successful businesses make a profit on the selling of their goods or

services, which is assisted by good financial management. Within this CPC module you'll identify sources of finance, the use of such funds and a range of financial tools such as balance sheets, stock control, budgets and cash flow.



Module 6: Commercial Conduct of the Business

A transport business operator will have to use a number of simple business documents and will also need the services of some financial institutions in order to bank the monies received. To understand this further, this module will explore the different types of documentations, debit and credit notes

as well as methods of payment and types of financial institutions. Upon completion, you will have knowledge of the major service that the banks are able to provide transport businesses and why.



Module 7: Marketing

Marketing can be defined as the management process responsible for identifying, anticipating and satisfying customer requirements profitably. By studying the Marketing module of the Transport Manager CPC qualification, you will be able to clarify

what marketing really means and understand the definition of customer requirements, how to conduct a SWOT analysis, the benefits of the Marketing Mix and product life cycles within the industry.



Module 8: Organisation Charts, KPIs and Work Plans

Unlike very small enterprises, all organisations have a structure that shows how the job roles are arranged to deliver the required company objectives or public sector outcomes. In this module we will look at 'tall', 'flat' and 'matrix' styles of organisation,

the role of organisation charts and the common ways in which they are presented. We will also go on to examine briefly key performance indicators (KPIs) and work plans.



Module 9: Business Taxation

The Business Taxation module will examine the aspects of taxation as they apply to business in both the UK and abroad such as corporation tax and the employers' responsibilities for collecting and paying

income tax as well as National Insurance contributions. Upon completion of this unit you will also fully understand the definition of Value Added Tax (VAT) and Tolls.



Module 10: Operator Licensing

Subsequent to the legislation created in the Transport Act 1968, there is free access to the transport industry to anyone who can meet the specified quality requirements. Operator licensing, or 'O' licensing, is the way in which the quality of commercial

vehicle operation is controlled. Operators are obliged to operate their vehicles in a legal manner, ensure that they are properly maintained and that they only operate from centres which create the minimum amount of environmental nuisance.



Module 11: Drivers' Hours and Records - Basic Requirements

1.1 The first part of the eleventh module in the CPC qualification takes a look at how joining the EU changed regulations for drivers in terms of hours of work and how they were controlled. You will also investigate the specific limits to drivers and how to determine who they apply to.

1.2 Complete exemption from all laws governing drivers' hours applies only to very few types of operation. Only drivers of vehicles used by the armed forces, the police and fire brigades are exempt from all controls.



Module 12: Drivers' Hours and Records - Records

Within the UK there are two different sets of rules which can affect how drivers of goods vehicles must keep records of their hours of work. These rules are EU Regulation 165/2014 and Domestic Rules, in this module you'll take a look at the differences between

both and how they apply to you and your transport team.

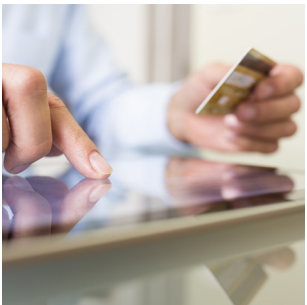
You'll also explore the rules that you must adhere to when travelling abroad in respect of record keeping.



Module 13: Planned Preventive Maintenance

An operator has the responsibility and liability to ensure that any vehicle owned by that person and used on the road conforms to the standards laid down by the various regulations. In this module you will learn how

to achieve this and how frequently vehicles should be inspected and serviced to meet the required standards. You will also be able to identify who can carry out such vehicle maintenance.



Module 14: Vehicle Costing

A transport operator must have detailed information on how much their vehicles cost to operate in order to be able to price jobs correctly and ensure that operations are profitable. Within the Vehicle Costing module,

you will explore the dynamic form of financial control that will allow the transport operator to make business decisions on the basis of up to date, accurate information.



Module 15: Vehicle Taxation

Under the Vehicle Excise and Registration Act 1994 excise duty, with certain exceptions, is payable for every mechanically propelled vehicle used or kept on any public road in the United Kingdom. Within section 15 of the CPC qualification you will investigate excise duty, VED payment bands

and the amount of VED payable on any particular vehicle as well as the factors that determine this. Payment of appropriate UK VED allows UK based vehicles to circulate freely throughout the EU and to countries beyond the EU borders.



Module 16: Contracts of Carriage and Conduct Regulations

The Contracts of Carriage and PSV Conduct Regulations module will cover the rules regarding owned transport and hired transport and how these affect both driver and passenger. This module will investigate the responsibilities and conditions

surrounding the two options; passenger safety, cost, licencing, reliability and availability. Finally, having explored these regulations, the module will draw comparison, identifying the advantages and disadvantages of the two.



Module 17: Electronic Data

Over the past ten years the road transport industry has undergone a revolution with the advent of electronic data and communication systems. Today transport operators have access to a range of technology which aids them to run their fleets.

In this section only the broadest overview of the technology available can be attempted. In the following sections you will look at applications as they affect the vehicle, the driver, the load and the business in general.



Module 18: Bus and Coach Service Operations

This module focuses on Public Service Vehicles (PSV); what defines such transport and the rules and regulations that separate them from other transport services. The Bus and Coach Service Operations section of the course investigates the operating standards,

quality contracts, EU regulations and licences that must be held for UK bus and coach service operation. The module also defines international PSV service and reviews the rules and regulations of non-EU operations.



Module 19: Competition Rules

By principle, in UK law, businesses must not act in an anti-competitive way. This is policed by the CMA (Competition and Markets Authority) and it is their responsibility to investigate and take action against businesses suspicious of anti-competitive behaviour.

This module looks at defining and exploring types of anti-competitive behaviour within passenger transport, in order to aid with its awareness and prevention.



Module 20: Timetabling and Scheduling

Timetabling and scheduling are vital for running a successful passenger transport service. A timetable must meet several aims. The needs of the passenger and provide sufficient volume to particular times of day. Integrate services with those of other

operators running on shared sections of route. Just as important as the timetabling of services is the drivers to operate them. This module will cover the standards and regulations for drivers working hours and shift types.



Module 21: Fares, Revenue Collection and Tenders

Fare payment methods have seen a great deal of change over the last fifty years giving passengers the option of pre-paid tickets and passes as an alternative to buying on the bus. Advancement in technology has also given way to cash-alternatives to chip-pin card payments as well as contactless and

mobile-phone application payment. This module covers fare types, fare variants the importance of tickets, and ticket pricing. The module also covers the driver's responsibilities and duties surrounding fare collection and cash storage.



Module 22: Driver Licensing

This module, which concentrates on the licensing requirements for drivers of goods vehicles, will cover important areas of entitlement, application and procedure. Upon completion, you will be able to identify the tests required to gain licensing, the validity

and duration of such licence, the medical and conduct requirements and the licence production requirements. You will also explore the employers' responsibilities on this issue.



Module 23: Traffic Regulations and Speed Limits

In the UK, all drivers must obey hundreds of traffic rules and regulations each day; goods vehicle drivers must comply with even more. As soon as international journeys are involved, the number and complexity of legal requirements become even more difficult to

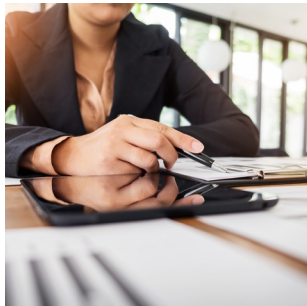
handle. In this section you shall examine the key rules, both in the UK and abroad, such as speed limits, restrictions on parking and also the restriction on the use of goods vehicles themselves.



Module 24: Traffic Accident Procedure

There are certain specific demands made upon drivers and employers whose vehicles are involved in road accidents. You will explore the main factors that need to be considered after a road accident, for example, the law. There are legal procedures

that must be followed if an accident occurs. Also, the insurer, who needs to be provided with factual information so that they may carry out their function in the best interests of all concerned.



Module 25: Insurance

Insurance, at its simplest, has two purposes. It gives the buyer of the insurance protection against possible loss or damage and it converts an unknown liability into a known item of expenditure. In this section you will

initially examine motor vehicle insurance, both in the UK and internationally, and then move on to consider some of the other insurances that might be relevant to transport businesses.



Module 26: Vehicle Selection

Whether leasing, hiring or buying a vehicle, consideration must be given to ensure that it is the right vehicle for the job. In the Vehicle Selection module you will explore the many factors that an operator would take into consideration when acquiring a new vehicle.

This will include licensing, the type of load to be carried, safety, environmental issues and security. You will also be able to identify whether the vehicle configurations are right for the purpose of the transport.



Module 27: Weights and Dimensions of Vehicles

This module will cover the legal requirements regarding passenger transport, the operator has the responsibility to ensure that these are in place. These requirements refer to vehicle seating capacity, maximum gross and axle weights, maximum dimensions. It is also required by the operator to

understand the consequences of exceeding legal limits. The module will assess different types of bus and their respective axes and discusses the variation in maximum weight and dimensions of these vehicles.



Module 28: Mechanical Condition

Vehicle maintenance is essential in safe and legal operation of a passenger transport service. This module covers standards and requirements for PSV operation, including vehicle testing and inspection. The module

will also cover these the responsibilities of both driver and operator in regards to keeping to mechanical standards and regulations.



Module 29: Route Planning and Frontier Crossings

Running a safe and efficient service is essential to passenger transport and is the responsibility of the operator. The route of the service is key in operating such a service, and the vehicle in use should always be suitable for route. Route elements such as ferry crossings, bridges, tunnels are required to be checked for weight and dimension

restrictions prior to vehicle dispatch. This module will cover all elements that should be considered in order to plan a sufficient route such as geographical, time and traffic. This module also cover international passenger transport and considerations to be made for immigration controls



Module 30: International Transport Documentation

This module acts as a summary of the international elements of the whole set of notes. It contains three key elements, the first one being the descriptions of certain documents and documentary procedures which have not been covered in other modules. You'll also cover the summaries of

the major documents required for the driver, the vehicle and the load when undertaking an international journey by road. And a glossary of the most commonly occurring abbreviations used in international transport. This is contained in the Appendix to this module.



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