



CILT(UK) Level 5 Diploma in Road  
Passenger Transport Management  
(HL)

# Syllabus

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# CILT(UK) Level 5 Diploma in Road Passenger Transport Management

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**Published by:** The Chartered Institute of Logistics and Transport in the UK

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# Contents

Introduction.....	3
Qualification Objectives .....	3
Target Audience.....	3
Regulation.....	3
Structure and Content.....	3
Mandatory Units.....	3
Unit Standards.....	5
Total Qualification Time (TQT) .....	5
Study Options .....	6
Assessment.....	7
Institute Assessment Route.....	7
Centre Assessment Route .....	8
Grading Type .....	8
Learner Enrolment.....	8
Enrolment Period.....	8
Enrolment Extensions.....	8
Membership .....	9
Student Membership.....	9
Membership Eligibility.....	10
Progression .....	10

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# Introduction

## Qualification Objectives

The CILT(UK) Level 5 Diploma in Road Passenger Transport Management qualification provides the Learners with the depth of knowledge, skills and understanding required for progression from supervisory level onto managerial scope of road passenger industry. The Diploma will involve study in managing services and customer standards, people, finance, and managing a depot's resources. The qualification, as well as covering the basics needed to be a capable manager, also includes topical issues relevant to managing a bus and coach company in today's fast moving age.

The Diploma will enable supervisors to obtain solid skill sets and confidence to add real value on their progression towards managerial level in the workplace and ultimately give the passenger industry a better service.

## Target Audience

The Level 5 Diploma is for front line and supervisory staff wishing to progress onto the bus and coach management level.

This qualification is open access, although Learners would benefit from having some prior knowledge of the road passenger industry.

## Regulation

The CILT(UK) Awarding Organisation is regulated by The Office of Qualifications and Examinations Regulation (Ofqual), Qualifications Wales and CCEA Regulation. This qualification is available on the Regulated Qualifications Framework (RQF) and Qualifications in Wales (QiW) database.

## Structure and Content

To achieve this qualification Learners must complete four mandatory units as detailed below:

### Mandatory Units

- **M1RP-L5 Managing Services and Customers**

This unit is designed to help those working at management level or wishing to become a manager.

The unit takes a detailed look at managing relationships with a wide range of stakeholders and learning how to improve performance through an effective complaint's procedure.

The unit also takes a detailed look at identifying the different markets that are served by bus and coach services, as well as looking at how to effectively target different marketing techniques in each area and the effect of passenger levels through different fare strategies.

There are some great examples of raising standards of operation of local bus services and the unit looks at these standards as well as examining places where this has been successfully implemented.

The unit finishes by looking at role of the Traffic Commissioner who currently controls and regulates the road passenger transport industry and the DVSA who operate the functions of compliance with legislation, making road passenger transport one of the safest ways to travel.

- **M2RP-L5 Managing People**

This unit is designed to help those working at management level or wishing to become a manager in a road passenger company. The unit will assist the manager to achieve the best performance from staff, whilst maintaining a dedicated and motivated workforce delivering a good quality of service.

The unit takes a detailed look at ways in which staff are organised, looking at the roles and responsibilities of depot staff, as well as the delegation of the tasks they undertake. The way in which management techniques are used, as well as identifying effective and ineffective teams and how the latter can be transformed into the former is also explored.

Motivation of staff as well as using training to ensure that everyone is competent in their roles are key elements of managing a depot. The unit also looks at effective communication with staff at all levels.

Finally, the unit explores the legislation and good practice around employing staff as well as Health and Safety and the role of Trade Unions in road passenger transport.

- **M3RP-L5 Managing Finance**

This unit is designed to help those working at a management level or wishing to become a manager. Managers are required to work to and manage a budget, so understanding how to set and manage a budget, as well as costings and financial performance are important. The external factors that are outside the control of the manager and can influence these issues are also explored.

The unit also looks at all the potential sources of revenue within a depot, as well as the costs that are incurred. This includes how to cost and complete tenders for local authority secured services to make the best use of this important revenue stream.

In addition to the budget, the unit looks at the range of performance and financial data a manager will have to gather and analyse and how this can be used data to improve performance.

Finally, the unit looks at the costs of accidents, the effective this has on the financial performance and the methods that can be used to control and reduce this important area of cost.

- **M4RP-L5 Managing Resources**

This unit is designed to help those working at a management level or wishing to become a manager. The unit takes a detailed look at the resources used of road passenger transport, looking at how they are employed efficiently, effectively to ensure that revenue is maximised.

The unit also takes a detailed look at some of the way in which bus networks and timetables are planned to make the best use of the buses and drivers. It also looks at the way in which buses and drivers are scheduled, taking into account the legal requirements of driver's hours as well as the various ways to measure the efficiency of both buses and drivers to ensure the most effective use of these valuable resources.

Finally, the unit looks at the environmental impact of running local bus services and measures that can be adopted at depot level to reduce this impact, as well as dealing with some of the hazardous substances used or produced within the depot and that require managing.

## **Unit Standards**

Standard documents outlining the Learning Outcomes and associated Assessment Criteria for each unit of this qualification are available on request from the Awarding Organisation on 01536 740170 or alternatively by emailing [ao@ciltuk.org.uk](mailto:ao@ciltuk.org.uk).

## **Total Qualification Time (TQT)**

**Total Qualification Time (TQT)** is defined as the number of notional hours which represents an estimate of the total amount of time that could reasonably be expected to be required in order for a Learner to achieve and demonstrate the achievement of the level of attainment necessary for the award of a qualification. TQT is comprised of the following two elements:

- The number of hours which an Awarding Organisation has assigned to a qualification for Guided Learning; and

- An estimate of the number of hours a Learner will reasonably be likely to spend in preparation, study or any other form of participation in education or training, including assessment, which takes place as directed by - but not under the Immediate Guidance or Supervision of - a Lecturer, Supervisor, Tutor or other appropriate provider of education or training.

**Total Unit Time (TUT)** is defined as the number of notional hours which represents an estimate of the total amount of time that could reasonably be expected to be required, in order for a Learner to achieve and demonstrate the achievement of the level of attainment necessary for the award of a unit.

**Guided Learning Hours (GLH)** is defined as the activity of a Learner in being taught or instructed by - or otherwise participating in education or training under the Immediate Guidance or Supervision of - a lecturer, supervisor, tutor or other appropriate provider of education or training.

**Immediate Guidance or Supervision** is defined as the guidance or supervision provided to a Learner by a lecturer, supervisor, tutor or other appropriate provider of education or training with the simultaneous physical presence of the Learner and that person, or remotely by means of simultaneous electronic communication.

The Total Unit Time is 99 hours, including 15 Guided Learning Hours.

The Total Qualification Time for this qualification is 396 hours, including 60 Guided Learning Hours.

## Study Options

This qualification is delivered by a network of Centres, and is available to study by a variety of routes, including: distance learning, classroom taught courses and blended learning.

For more information on the study options available please contact the Awarding Organisation on [ao@ciltuk.org.uk](mailto:ao@ciltuk.org.uk) or alternatively, visit the CILT(UK) web site at [www.ciltuk.org.uk](http://www.ciltuk.org.uk) for a list of Centres.



# Assessment

This qualification offers flexible assessment opportunities depending on the Learner's prior experience and future aspirations. Learners may select to study by the Institute Assessment Route (IAR) or the Centre Assessment Route (CAR). Further information on each of these assessment routes is detailed overleaf.

## Institute Assessment Route

The Institute Assessment Route (Knowledge Route) requires Learners to pass examinations and assignments that are set, marked and moderated by the Awarding Organisation. Full details on the IAR for this qualification are detailed below:

To achieve this qualification Learners must sit and pass two examinations, one in each of the following units:

- M1RP-L5 Managing Services and Customers
- M2RP-L5 Managing People.

Each examination is 3 hours long and requires Learners to answer 3 out of 4 questions, each requiring a longer answer in the form of an essay or a lengthier calculation.

The overall pass mark for each examination is 50%.

Learners must also complete and submit four assignments for each of the following units:

- M3RP-L5 Managing Finance
- M4RP-L5 Managing Resources.

Each of the eight assignments is made up of 2,500-3,500 words.

Each assignment will be assessed as either a PASS (50% or over) or REFER (49% or below) grade. If the Learner has received a refer grade, then following the necessary amendments and revisions, the assignment can be re-submitted for assessment.

The overall pass mark for each assignment is 50%.

## **Centre Assessment Route**

The Centre Assessment Route requires Learners to complete assessment that is designed, assessed and internally verified by the Centre; which is approved by the Awarding Organisation.

As such, assessment methods will vary from Centre to Centre; however, to achieve this qualification Learners must provide evidence that successfully demonstrates achievement of all of the learning outcomes and associated assessment criteria for the mandatory unit. For further details on the CAR, Learners should contact their chosen Centre.

## **Grading Type**

This qualification is not graded. All examinations are pass/fail and assignments are also pass/fail, but may be referred as previously stated in the Institute Assessment Route section.

## **Learner Enrolment**

### **Enrolment Period**

The enrolment period for this qualification is three years, which is the period in which a Learner is expected to complete the qualification.

### **Enrolment Extensions**

At the end of the enrolment period all Learners will be withdrawn from the relevant qualification. However, if an extension is required, Centres must contact the Awarding Organisation to request this. Extensions may be granted on a three-month basis and will be granted up to a maximum of eighteen months. If after this period a Learner has not completed, but wishes to continue, then the Centre will have to enrol the Learner again as detailed above.

# Membership

## Student Membership

Upon enrolment, all CILT(UK) Learners will be eligible to apply for Student Membership at a reduced rate.

Learners can apply for Membership by either visiting [ciltuk.org.uk/join](http://ciltuk.org.uk/join) or calling Membership Services on 01536 740104 quoting their Centre Name and Promotional Code 'CILTAO'

Joining CILT(UK) offers Learners an unrivalled opportunity to advance their career.

Our exclusive range of Member benefits include:

- professional recognition through achievement of our assessed membership grades including Chartered Member (CMILT) status
- improved career prospects via our career development platform (CILTSuccess!), Jobs Board and Mentoring Service
- improved career opportunities via our tailored professional development training courses and globally-recognised qualifications
- access to a powerful network of contacts via our national conferences, specialist Forums and National/Regional events
- the latest news and insights from industry experts via monthly *Logistics & Transport Focus* magazine and access to our highly-regarded Knowledge Centre
- access to an exclusive range of health, well-being, lifestyle benefits and the reassurance of free legal advice
- discounts on CILT(UK) conferences, events, courses, monthly publications and specialist books.

By engaging with us, Learners will benefit from:

**Connection** – we help you to build powerful communities of like-minded professionals

**Professional voice** – we help you get your messages heard by key influencers

**Professional recognition** – we promote your commitment and achievements to employers

**Personal development** – we support you to achieve your career goals.

## Membership Eligibility

Membership of CILT(UK) gives access to a unique range of benefits and unbeatable services designed to support individuals, personally and professionally, throughout their career.

Successful completion of the Level 5 Diploma in Road Passenger Transport Management Qualification Learners meets the educational requirement for Member grade of the Institute; however, in order to attain this grade Learners must also have 2 years' experience in the Logistics and Transport industry. Member grade allows Learners to use the designatory letters MILT after their name.

For further details on applying for membership please refer to the membership section of the website at [www.ciltuk.org.uk](http://www.ciltuk.org.uk) or alternatively contact the Membership Services Department on 01536 740104 or by emailing [membership@ciltuk.org.uk](mailto:membership@ciltuk.org.uk).

## Progression

Learners can progress from the CILT(UK) Level 5 Diploma in Road Passenger Transport Management qualification onto the CILT(UK) Level 6 Advanced Diploma in Logistics and Transport.

For further information please contact the Awarding Organisation on 01536 740170 or alternatively by emailing [ao@ciltuk.org.uk](mailto:ao@ciltuk.org.uk).

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