

Paper Code: M-EPA-WOP2995

Level  
**2**

# Supply Chain Warehouse Operative Mock EPA Knowledge and Behaviours Test

## Information for registered centres

The seal on this examination paper must only be broken by the candidate at the time of the examination.  
Under no circumstances should a candidate use an unsealed examination paper.

## Information for candidates

**Under no circumstances should you, the candidate, use an unsealed examination paper.**

This examination consists of **16** short-answer questions.

The exam is worth **20 marks**, with a Pass being **14 marks**, and Distinction **18 marks**.

The duration of this examination is **60 minutes**.

You are **NOT** allowed any assistance to complete the answers.

Use **BLACK** or **BLUE** ink.

## EXAMINATION ANSWER BOOKLET (EAB) INSTRUCTIONS

Please carefully read the examination questions and clearly write your answers in the Examination Answer Booklet provided.

When completed, please leave the examination answer booklet (EAB) on the desk.

All candidates **MUST** sign the Examination Answer Booklet (EAB) in the bottom right-hand corner of the page before leaving the examination room.

## Short Answer Questions

1

State 1 way of providing excellent customer service.

(1 mark)

2

Give 1 example of a piece of equipment covered by the current Provision and Use of Work Equipment Regulations (PUWER).

(1 mark)

3

State 2 ways an operative can positively contribute to the environment when packing goods for dispatch.

(2 marks)

4

State 1 purpose of a picking list.

(1 mark)

5

State 1 action an operative **must** take if they have not used a piece of equipment recently.

(1 mark)

6

State 1 reason why operatives need to stay up-to-date with system changes.

(1 mark)

7

State 1 type of good that **must** be placed in quarantine.

(1 mark)

8

State 1 reason why an organisation's brand is important.

(1 mark)

9

State 1 way **employers** can ensure the workplace is safe to operate in.

(1 mark)

10

When planning to operate a pallet truck for the purpose of manoeuvring a load throughout the warehouse, what must the operative do **first**?

(1 mark)

11

State 1 role of a freight forwarder.

(1 mark)

12

State 1 action operatives **must** take if equipment is faulty and not safe to use.

(1 mark)

13

State 1 way operatives can comply with the current Data Protection Act when using IT systems at work.

(1 mark)

14

An operative is required to lift a load with a colleague (a two-person lift). State 2 ways the operative can prepare for the lift.

(2 marks)

15

A manager has asked an operative to communicate an urgent message to a customer. State 2 ways the operative could do this.

(2 marks)

16

An operative realises that they have made an error in picking and packing some orders. These orders are urgent and must go out today. State 2 actions they could take to resolve the issue.

(2 marks)



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