

Paper Code: M-EPA-WOP2996

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

Outline 1 step within the supply chain process.

(1 mark)

2

State 1 method used to ensure that the correct delivery of stock has been received.

(1 mark)

3

State 1 safe way to stack goods onto a pallet when using a hand pallet truck.

(1 mark)

4

State 1 responsibility of an **employee** under current health and safety legislation.

(1 mark)

5

Give 1 action an operative **must** take before using a piece of equipment that they **have** been trained to use.

(1 mark)

6

State 1 reason why the key **must** be removed from a forklift truck after use.

(1 mark)

7

State 1 benefit of using an effective stock control system.

(1 mark)

8

State 1 benefit of providing excellent customer service.

(1 mark)

9

Outline 2 ways that operatives can work to **minimise** their impact on the environment.

(2 marks)

10

State 1 way to keep up-to-date with new technology.

(1 mark)

11

State 1 requirement under current Lifting Operations and Lifting Equipment Regulations (LOLER).

(1 mark)

12

State 1 key feature of a company's brand.

(1 mark)

13

State 1 benefit of a warehouse using a barcode scanning system.

(1 mark)

14

A customer contacts an operative via phone with an inquiry they cannot answer and their colleagues are on lunch. State 2 actions that the operative can take to ensure the customer is satisfied.

(2 marks)

15

An operative arrives at work and notices that their manager has left some confidential documents on the table. State 2 actions that the operative can take.

(2 marks)

16

An operative's team is under pressure to meet a short deadline that has been agreed with an important customer. State 2 ways the operative can work effectively with the team.

(2 marks)



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