

M-EPA-SCORO2002 – Exemplar answers v2

This document contains exemplar answers that show the level of depth and breadth required to answer each of the questions to gain full marks in the mock test. As a rule, learners should provide 1 key point for each mark required within the question.

Important information for centres:

- a mark scheme for an open-response exam is kept under constant review and is updated by the chief examiner as and when markers find alternative acceptable answers that should be included
- for all questions, alternative correct answers will be accepted and awarded marks

1) State **two** factors you should consider when planning a removals job.

(2 marks)

1. The type of goods that are to be moved, for example, fragile/bulky/heavy
2. What equipment you may need

RK1 - Understand how to plan jobs

2) State **one** of the most appropriate packaging materials to use for packing a fragile vase.

(1 mark)

Bubble wrap.

RK2 - Understand what to consider when selecting and using packing materials

3) State **one** of the most appropriate packaging materials to use for the movement of a small chest of drawers.

(1 mark)

Plastic wrap or any material that secures the drawers so they do not open.

RK3 - Understand how to prepare and use packing materials efficiently

4) Give **one** action an operative must do **before** using a piece of equipment that they have already been trained to use.

(1 mark)

An operative must undertake pre-use checks to ensure the equipment is safe to use.

RK5 - Understand how to use equipment and machinery safely

- 5) You find a fault when using a sack barrow, state **one** initial action you must take. (1 mark)

Do not use the sack barrow and report the fault.

RK5 - Understand how to use equipment and machinery safely

- 6) Give **one** example of a piece of furniture that should be dismantled before moving. (1 mark)

A corner sofa.

RK8 - Understand how to dismantle and /or reassemble furniture

- 7) State **one** requirement under LOLER (Lifting Operations and Lifting Equipment Regulations). (1 mark)

Lifting equipment must be suitable for the job.
The company's LOLER certificate/inspection must be up to date.

RK9 - Understand relevant and current regulation and legislation relating to the moving and handling of items

- 8) Give **one** correct manual handling technique to use to avoid injury when moving a heavy box. (1 mark)

Bend your knees and keep your back straight.
Only lift what is safe and comfortable for you.
Check your route is clear prior to lifting the object.

RK4 - Understand moving, handling and packing processes

- 9) State **one** important use of an inventory. (1 mark)

To list the goods being moved and stored.

RK6 - Understand how to prepare documentation for removals jobs

10) An antique item has broken while being moved. State **two** actions you must take.

(2 marks)

1. Apologise to the customer
2. Report it to a supervisor/manager

RK7 - Understand processes for loading and unloading

11) A customer approaches you with a request during a busy removal that had **not** been mentioned before. State **one** action you should take.

(1 mark)

Inform your supervisor.

RK10 - Understand the changing consumer landscape

12) You are using a SatNav and it loses signal. State **one** action you should take.

(1 mark)

Stop in a safe place and re-route manually.

RK11 - Understand basic IT applications and relevant technology and systems

13) State **one** of the main responsibilities of an **employee** under health and safety legislation.

(1 mark)

To wear the appropriate PPE (personal protective equipment) for the task at hand and the environment the employee is working in.

RK9 - Understand relevant and current regulation and legislation relating to the moving and handling of items

14) Give **one** reason why it is important to maintain a good level of fitness to work as a removals operative.

(1 mark)

The role involves a lot of lifting, carrying and manual handling.

CK7 - Understand how their role can affect their health

15) State **one** of the main functions of warehousing in the supply chain industry.

(1 mark)

To receive, store and dispatch goods to customers.

CK2 – Understand the structure of the supply chain industry

16) State **one** way to keep up to date with new technology.

(1 mark)

Attending any training updates.

CK6 - Proposed and actual changes to systems, processes and technology

17) Give **one** example of an **internal** customer to your department.

(1 mark)

Any team within the business, such as the traffic office.

CK4 - Understand their own organisation

18) State **one** benefit of working productively.

(1 mark)

Work is completed in a timely manner and deadlines are met.

CK5 - Understand the impact of individual performance

19) State **one** reason why it is important to use eye contact when speaking to colleagues.

(1 mark)

It shows you are listening to what they have to say and are interested in the conversation.

CK1 - Understand how to communicate effectively with colleagues

20) State **one** way you could achieve one of your personal development goals.

(1 mark)

Set yourself an achievable deadline by seeking support from your line manager.

CK3 - Understand opportunities in relation to their own career aspirations

21) A colleague you are working with is demonstrating a disregard for your customer's property. State **two** ways you should deal with the situation.

(2 marks)

1. Have an informal chat with your colleague and explain why you think this is wrong
2. Discuss this with your manager for them to act

B1 - Be able to demonstrate integrity, credibility and honesty

22) You have been asked to work through your lunch break due to a high workload. Give **two** examples of how you should respond to this situation.

(2 marks)

1. Agree to help and take your lunch break later
2. Ask if there is another colleague who could cover

B2 - Be able to strive for the best results in all they do and maintain a positive attitude

23) You notice a confidential document on a desk in an office that can be accessed by most staff members. Give **two** ways to deal with this situation.

(2 marks)

1. Report it immediately to the team leader
2. Do not disclose any information that you've seen

B3 - Be able to show a commitment to achieving all personal and organisational objectives

24) A team member you work with regularly is struggling with their workload. State **two** ways you could support your colleague.

(2 marks)

1. Offer to help them with certain tasks
2. Suggest they talk to their manager

B4 - Be able to show a genuine interest in meeting the needs of others