

M-EPA-WOP2995 Mark Scheme

Q	Answer	Assessment criteria
State 1 way of providing excellent customer service. (1 mark)		
1	<p>1 mark for stating a suitable way, up to a maximum of 1 mark. Exemplar answers included below.</p> <ul style="list-style-type: none"> • Communicate professionally • Present self well, wearing appropriate clothing/uniform • Follow core values and procedures • Try to exceed customer expectations where possible • Offer solutions • Adapt communication when required to meet the audience's needs 	K8 The importance of delivering excellent customer service
Give 1 example of a piece of equipment covered by the current Provision and Use of Work Equipment Regulations (PUWER). (1 mark)		
2	<p>1 mark for giving a suitable example, up to a maximum of 1 mark. Exemplar answers included below.</p> <ul style="list-style-type: none"> • All work equipment, for example, forklift trucks, pallet trucks (all mechanical handling equipment), LGV/HGV tail lifts • Other work tools, which applies to portable and stationery equipment • Anything that can pose a risk to health and safety, for example, handheld power tools, conditioning units and computers 	K6 Relevant regulation and legislation governing the Supply Chain Industry
State 2 ways an operative can positively contribute to the environment when packing goods for dispatch. (2 marks)		
3	<p>1 mark for each suitable way provided, up to a maximum of 2 marks. Exemplar answers included below.</p> <ul style="list-style-type: none"> • Reuse good boxes • Reuse packaging • Shred paper for packaging • Pack efficiently (do not over-pack) • Use correct size boxes • Use recycled packaging • Use sustainable packaging 	K2 The environmental impact of the industry and how it can be minimised
State 1 purpose of a picking list. (1 mark)		
4	<p>1 mark for stating a purpose, up to a maximum of 1 mark. Exemplar answers included below.</p> <ul style="list-style-type: none"> • Lists the products and quantities of stock to be picked for the customer • Informs you in advance of the products a customer requires • Provides accountability and traceability 	K4 How to use warehouse systems and processes relating to packaging, moving and receiving stock
State 1 action an operative must take if they have not used a piece of equipment recently. (1 mark)		
5	<p>1 mark for stating a suitable action, up to a maximum of 1 mark. Exemplar answers included below.</p> <ul style="list-style-type: none"> • Ask for refresher training 	K3 Safe use of equipment and machinery

	<ul style="list-style-type: none"> • Read the operating instructions as the procedures or the equipment may have changed • Inform/consult a supervisor or safety representative 	
State 1 reason why operatives need to stay up-to-date with system changes. (1 mark)		
6	<p>1 mark for stating a suitable reason, up to a maximum of 1 mark. Exemplar answers included below.</p> <ul style="list-style-type: none"> • To maintain efficiency and productivity • To understand new features or updates • To operate technology correctly • To complete tasks correctly and accurately • To prevent making mistakes • To ensure the company meets high standards 	K10 Proposed and actual changes to systems, processes and technology
State 1 type of good that must be placed in quarantine. (1 mark)		
7	<p>1 mark for stating a suitable type of good, up to a maximum of 1 mark. Exemplar answers included below.</p> <ul style="list-style-type: none"> • Damaged goods • Unidentified goods • Goods waiting for further processing • Goods awaiting quality control • Expired or near-expired goods • Contaminated goods 	K4 How to use warehouse systems and processes relating to packaging, moving and receiving stock
State 1 reason why an organisation's brand is important. (1 mark)		
8	<p>1 mark for stating a suitable reason, up to a maximum of 1 mark. Exemplar answers included below.</p> <ul style="list-style-type: none"> • To successfully compete in the market and beat competitors • To have a memorable and unique brand will help customers make choices • Gives the company an identity • Employee pride • Increases customer loyalty • Improves the company's reputation • Helps with marketing • Identifies the company within its sector/area of expertise 	K9 The vision, objectives and brand of the organisation
State 1 way employers can ensure the workplace is safe to operate in. (1 mark)		
9	<p>1 mark for stating a suitable way, up to a maximum of 1 mark. Exemplar answers included below.</p> <ul style="list-style-type: none"> • Conduct risk assessments and put safe working procedures in place • Provide training, instructions and guidance • Provide personal protective equipment (PPE) • Investigate incidents • Keep records • Undertake regular dynamic risk assessments in each area of work/operations 	K6 Relevant regulation and legislation governing the Supply Chain Industry

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)		
10	1 mark for providing a suitable first action, up to a maximum of 1 mark. Exemplar answers included below. <ul style="list-style-type: none"> • Check the truck is safe to use • Walk the route to see if it's clear and safe • Warn others of your intentions • Gain assistance • Check the weight of goods is suitable for the pallet truck 	K1 Safe and controlled driving and/or operating techniques relating to materials handling equipment
State 1 role of a freight forwarder. (1 mark)		
11	1 mark for stating a role, up to a maximum of 1 mark. Exemplar answers included below. <ul style="list-style-type: none"> • They act on behalf of importers and exporters to move goods throughout the supply chain • They offer varied transport modes - sea, air, rail and road transport • Ensures regulatory compliance for national and international shipments 	K7 The structure of the industry
State 1 action operatives must take if equipment is faulty and not safe to use. (1 mark)		
12	1 mark for stating a suitable action, up to a maximum of 1 mark. Exemplar answers included below. <ul style="list-style-type: none"> • Stop using the equipment • Remove the keys • Report the faults • Complete the defect sheet • Cordon the machine off • VOR plate/sign • Warn others • Place equipment in a quarantine area 	K3 Safe use of equipment and machinery
State 1 way operatives can comply with the current Data Protection Act when using IT systems at work. (1 mark)		
13	1 mark for stating a suitable way, up to a maximum of 1 mark. Exemplar answers included below. <ul style="list-style-type: none"> • Do not discuss personal/customer information with others • Log off the PC when not in use • Lock the computer screen when away from your desk • Do not leave documents containing confidential information on display • Ensure their knowledge of the General Data Protection Regulations (GDPR) is up to date 	K5 How to use relevant IT, technology, and systems
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)		
14	1 mark for each suitable way provided, up to a maximum of 2 marks. Exemplar answers included below.	B2 Work effectively in a warehousing team

	<ul style="list-style-type: none"> • Communicate the task to the colleague, for example, where it is going to, the route to take and who will hold what part of the load • Discuss the actual lift, then lift together at the same time and work together to make the lift safe • Use TILE - task, individual, load and environment • Look at each other's height, for example, to understand how the load will be lifted • Remove any hazards, ensuring their route is clear • Inform other colleagues about what they are doing • Assess the weight and height 	
<p>A manager has asked an operative to communicate an urgent message to a customer. State 2 ways the operative could do this. (2 marks)</p>		
15	<p>1 mark for each suitable way provided, up to a maximum of 2 marks. Exemplar answers included below.</p> <ul style="list-style-type: none"> • Send them an email with all relevant information included • Contact the customer via telephone to give them the message • If there is no answer, leave a voicemail asking the customer to call you back at their earliest convenience as the message is urgent • Highlight the importance of the information using a professional tone • Use all communication channels that the customer has opted into 	B1 Communicate effectively with customers and colleagues
<p>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)</p>		
16	<p>1 mark for each suitable action provided, up to a maximum of 2 marks. Exemplar answers included below.</p> <ul style="list-style-type: none"> • Inform a supervisor/manager about the mistake • Correct the errors and work until it is resolved • Ask management to negotiate with the customer for a later delivery • Explain what has happened to the customer and apologise • Ask a colleague for assistance • Repick and pack the orders • Ask for further training to confirm understanding of particular task requirements 	B3 Demonstrate integrity, credibility, positivity and honesty