

M-EPA-LGV2003 – Exemplar Answers

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 one 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

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- 1) State 1 action a driver should take if there are a number of low bridges on their planned route. **(1 mark)**

Check their vehicle is not over the specified height restriction
Change their vehicle
Replan their route to avoid the low bridges

K5 - How to plan for a journey and delivery

- 2) State 1 appropriate source to refer to when unsure on how to safely use a piece of equipment. **(1 mark)**

Manufacturer's instructions
Ask a qualified supervisor or colleague (must state qualified)

K2 - Safe use of equipment and machinery

- 3) State 1 way a driver can reduce their environmental impact. **(1 mark)**

Combining deliveries
Planning routes in advance
Using the most appropriate vehicle
Maximising use of space and weight according to delivery schedule
Driving in a fuel efficient way

K12 - The environmental impact of the industry and how it can be minimised

4) State 1 purpose of having a hands-free mobile installed in a vehicle.

(1 mark)

To enhance safety
To comply with legal restrictions
To allow the driver to communicate without touching the phone

K7 - How to use relevant IT applications

5) Give 1 way a driver can check if a vehicle is suitable for the load being carried.

(1 mark)

Verify that the vehicle's weight capacity meets, or is more than, the weight of the load
Check the axle combinations
Review the manufacturer's specifications for the vehicle
Use a weighbridge if available

K3 - How to prepare a vehicle for driving

6) State 1 restriction a driver **must** consider when planning a route through a city.

(1 mark)

Weight limits
Height restrictions
Restricted access
No entry zones
One-way streets
Congestion charge zones
Ultra Low Emission Zones (ULEZ)
Timed entry
Unloading/loading zones available at certain times

K14 - The implications of city restrictions

7) State 1 way a driver can protect a vehicle's contents when leaving it unattended.

(1 mark)

Lock all doors and windows
Remove all items from view
Store personal items in a hidden place or take them
Make sure the vehicle is left in a safe and secure place that is well lit

K4 - How to protect the vehicle and load

8) State 1 impact of delivering poor customer service.

(1 mark)

Loss of customer loyalty
Negative reputation
Customers may leave bad reviews
Decreased sales and revenue
Increased complaints
Lower rates of staff morale and retention

K10 - The importance of delivering excellent customer service

9) State 1 action a driver **must** take when using a tachograph to record their driving hours.

(1 mark)

Inserting the card at the start of the shift
Selecting the correct mode
Ensuring the card is functioning correctly before use

K6 - How to use relevant technology

10) Give 1 example of what a driver **must** do to safely manoeuvre through roadworks.

(1 mark)

Reduce their speed
Check the mirrors frequently
Be prepared to stop or adjust their path/route

K1 - Safe and controlled driving techniques relating to the Large Goods Vehicle

11) State 1 reason why a driver should keep up to date with changes in vehicle technology.

(1 mark)

The changes may:
enhance safety features
improve fuel efficiency
ensure legal compliance
reduce environmental impact
increase efficiency
reduce accidents

K11 - Proposed and actual changes to systems, processes and technology

- 12)** Give 1 example of a type of goods that requires a driver to have an ADR certificate to carry.

(1 mark)

Explosive materials or liquids such as fireworks
Flammable materials or liquids such as petrol
Toxic materials or liquids such as certain chemicals
Corrosive materials or liquids such as acids
Gases

Credit any category of goods or a specific example

K8 - Relevant regulation and legislation governing the Supply Chain Industry

- 13)** A customer has returned a shipment of goods due to a fault. State 1 action that **must** be taken before processing the return.

(1 mark)

Inspect the goods
Check the paperwork
Document the return details
Contact the customer to apologise/explain what will be done to rectify the problem, such as offering a refund

K16 - How to process returned and rejected goods

- 14)** State 1 check a driver should perform before using a personal delivery assistant (PDA).

(1 mark)

Check the battery is fully charged
Ensure the screen is not damaged
Check it is functioning correctly
Make sure it is safe to do so - vehicle stationary and switched off

K2 - Safe use of equipment and machinery

15) Outline 1 **key** role of logistics companies in the supply chain.

(1 mark)

Managing inventory levels and storage
Co-ordinating the movement of goods from suppliers to customers
Optimising warehouse space to ensure inventory is stored efficiently

K9 - The structure of the industry

16) Give 1 **negative** effect of shift work on a driver's health.

(1 mark)

Sleep deprivation
Fatigue
Increased stress
Poor dietary choices
Ergonomic issues such as back problems

K13 - The implications their role may have on their health and actions that can be taken

17) State 1 action a driver should take to maintain control when driving in windy conditions.

(1 mark)

Reduce their speed in exposed areas
Be cautious when changing lanes
Ensure that any loads are loaded evenly and secured properly
Avoid driving on routes with high bridges

K1 - Safe and controlled driving techniques relating to the Large Goods Vehicle

18) Give 1 action a driver **must** take to check the stability of a load before setting off.

(1 mark)

Ensure it is evenly distributed
Check that it is appropriately secured
Check there are no loose items
Ensure the load is in contact with the headboard

K3 - How to prepare a vehicle for driving

- 19) While driving down a busy main road, a driver sees a cyclist. Give 1 appropriate response to this situation.

(1 mark)

Slow down to maintain a safe distance

If possible, change lanes

If passing the cyclist, the driver should pass slowly, allowing suitable space between their vehicle and the cyclist

K15 - How to drive alongside vulnerable road users

- 20) Give 1 reason why a driver **must** plan an alternative route before starting a journey.

(1 mark)

In case of:

road closure/diversions

unexpected traffic

roadworks

blockages to the original route

restricted areas

hazardous weather conditions

K5 - How to plan for a journey and delivery

- 21) How long can a driver continuously drive for before they **must** take a break?

(1 mark)

4.5 hours

K8 - Relevant regulation and legislation governing the Supply Chain Industry

- 22) Give 1 example of a driving condition where the two-second rule applies.

(1 mark)

In normal dry conditions

When visibility is good

When the road is clear of snow or ice

K1 - Safe and controlled driving techniques relating to the Large Goods Vehicle

- 23) While unloading, a driver drops a fragile item causing it to break. Describe 2 actions that they **must** take.

(2 marks)

Contact their supervisor/appropriate person
Document the damage and all the relevant details such as the item's condition and circumstances of the incident
Explain the issue to the customer and state what they will do
Note how the item was packaged

B3 - Demonstrate integrity, credibility and honesty

- 24) A driver is communicating with a customer over the phone about their order status. State 3 ways to effectively communicate with the customer.

(3 marks)

Avoid jargon
Summarise key points
Listen actively to the customer's questions or concerns and make notes
Use clear and simple language
Ask if there are any questions

B1 - Establish a good rapport with customers and colleagues.

B2 - Work effectively in a team.

B3 - Demonstrate integrity, credibility and honesty.

B4 - Demonstrate a positive and professional attitude.

B6 - Demonstrate effective communication

- 25) A driver is delivering goods to a customer, but some items are missing from the order. The customer is clearly frustrated about this.

a) Give 2 ways the driver can establish a good rapport with the customer while dealing with the situation. (2 marks)

b) Give 1 way that the driver can positively deal with the situation. (1 mark)

(3 marks)

a) Establish: (Maximum 2 marks)

remain calm
listen to the customer
be empathic
be polite

use good body language (open posture and eye contact)
clearly explain the situation

b) Deal with situation: (Maximum 1 mark)

contact their traffic office to inform them of the situation and ask for a solution

follow company policy

arrange for the missing items to be delivered promptly

explain the next steps

communicate the solution to the customer

B1 - Establish a good rapport with customers and colleagues

B4 - Demonstrate a positive and professional attitude

B5 - Demonstrate willingness to accept change

B6 - Demonstrate effective communication

Total Mark	/30
Overall Pass/Distinction/Fail	