

M-EPA-WOP2003 – 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 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

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- 1) State **one** way you can comply with the Data Protection Act 2018 when using IT systems at work. **(1 mark)**

Award 1 mark for a correct way, for example:

- 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 information out

Accept any other correct answer.

K5 – How to use relevant IT, technology, and systems

- 2) If equipment is faulty and not safe to use, state **one** action you **must** take. **(1 mark)**

Award 1 mark for a correct action, for example:

- do not use the equipment
- remove the keys
- report the faults
- complete the defect sheet
- cordon the machine off
- VOR plate/sign
- warn others

Accept any other correct answer.

K3 - Safe use of equipment and machinery

3) State **one** reason why an organisation's brand is important.

(1 mark)

Award 1 mark for a correct reason, for example:

- to successfully compete in the market and beat competitors
- having a memorable and unique brand will help customers make choices
- gives your company an identity
- employee pride
- increase customer loyalty
- improves the company's reputation
- helps with marketing

Accept any other correct answer.

K9 – The vision, objectives, and brand of the organisation

4) State **one** purpose of a manifest document.

(1 mark)

Award 1 mark for a correct purpose, for example:

- to show a list of orders
- to show a list of customers goods
- demonstrate the number of deliveries that can speed up the process of picking
- checking orders
- scanning items

Accept any other correct answer.

K4 - How to use warehouse systems and processes relating to packaging, moving, and receiving stock

5) State **one** role of a freight forwarder.

(1 mark)

Award 1 mark for a correct role, for example:

- 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

Accept any other correct answer

K7 – The structure of the industry

6) State **one** reason why electric is the preferred source of power to operate a warehouse.

(1 mark)

Award 1 mark for a correct reasoning, for example:

- it gives off no fumes
- better for the environment
- more environmentally friendly
- emits less greenhouse gases

Accept any other correct answer.

K2 – The environmental impact of the industry and how it can be minimised

7) State **one** way your **employer** ensures the workplace is safe to operate in.

(1 mark)

Award 1 mark for a correct way, for example:

- conduct risk assessments and put safe working procedures in place
- provide training, instructions, and guidance
- provide personal protective equipment (PPE)
- investigate incidents
- record keeping

Accept any other correct answer.

K6 – Relevant regulation and legislation governing the Supply Chain Industry

8) State **one** type of good that **must** be placed in quarantine.

(1 mark)

Award 1 mark for a correct type of good, for example:

- damaged goods
- unidentified goods
- goods waiting for further processing
- goods awaiting quality control

Accept any other correct answer.

K4 – How to use warehouse systems and processes relating to packaging, moving, and receiving stock

9) State **one** way you can positively contribute to the environment when packing goods for dispatch.

(1 mark)

Award 1 mark for a correct way, for example:

- reuse good boxes
- reuse packaging
- shred paper for packaging
- pack efficiently (do not over-pack)
- use correct size boxes
- use recycled packaging

Accept any other correct answer.

K2 - The environmental impact of the industry and how it can be minimised

10) If you have **not** used a piece of equipment recently, state **one** action you should take.

(1 mark)

Award 1 mark for a correct action, for example:

- ask for refresher training
- read operating instructions as the procedures or the equipment may have changed

Accept any other correct answer.

K3 – Safe use of equipment and machinery

11) State **one** benefit of using scanners in a warehouse.

(1 mark)

Award 1 mark for a correct benefit, for example:

- it would make the organisation more efficient and effective
- less human errors made
- quicker processing of goods coming in and out and managing the stock levels and data collection
- scanners improve the pack and pick rates, enabling targets to be met and/or exceeded
- be better than your competitors, by displaying innovation and progress

Accept any other correct answer.

K10 – Proposed and actual changes to systems, processes, and technology

12) Name **one** piece of equipment covered by the Provision and Use of Work Equipment Regulations 1998 (PUWER).

(1 mark)

Award 1 mark for a correct piece of equipment, for example:

- All work equipment, for example, forklift trucks, pallet trucks (all mechanical handling equipment)
- 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

Accept any other correct answer, including examples.

K6 - Relevant regulation and legislation governing the Supply Chain Industry

13) State **one** way of providing excellent customer service.

(1 mark)

Award 1 mark for a correct way, for example:

- communicate professionally
- present myself well, wearing appropriate clothing/uniform
- represent the organisation
- follow core values and procedures
- try to exceed customer expectations where possible
- offer solutions
- adapt communication when required to meet your audience needs

Accept any other correct answer.

K8 – The importance of delivering excellent customer service

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

(1 mark)

Award 1 mark for a correct way, for example:

- 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

Accept any other correct answer.

K1 – Safe and controlled driving and/or operating techniques relating to materials handling equipment

- 15) You are required to lift a load with a colleague (2 person lift). State **two** ways you would prepare for the lift.

(2 marks)

Award 1 mark for each correct way, up to a maximum of 2 marks, for example:

- 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
- 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 your route is clear
- inform other colleagues what you are doing
- assess the weight and height – is it bulky? Is it long stock? Is it fragile? Is it hazardous?

Accept any other correct answer.

B2 - Work effectively in a warehousing team

- 16) You realise you have made an error in picking and packing some orders. These orders are urgent and must go out today. State **two** actions you should take.

(2 marks)

Award 1 mark for each correct action, up to a maximum of 2 marks, for example:

- own up to your supervisor/manager about your mistake
- tell them you will correct the errors and work until it is resolved
- tell them you will learn from your mistakes and ensure it will not happen again
- ask management to negotiate with the customer for a later delivery
- explain what has happened to the customer and apologise
- see if a colleague can help you rectify it
- repick and pack them

Accept any other correct answer.

B3 - Demonstrate integrity, credibility, positivity, and honesty

17) Your manager has asked you to send an urgent and important message to a customer. State **two** ways you could do this.

(2 marks)

Award 1 mark for each correct way, up to a maximum of 2 marks, for example:

- 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
- be clear and concise

Accept any other correct answer.

B1 - Communicate effectively with customers and colleagues

Total mark	/20
Overall pass/distinction/fail	