

Paper Code: M-EPA-TWOSW3003

Level
3

Transport and Warehouse Operations Supervisor - Warehouse Mock EPA Multiple-choice 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 **25 multiple-choice** questions.

Questions 1-10 will assess the **core** knowledge criteria. **Questions 11-25** will assess the **pathway** knowledge criteria.

The exam is worth **25 marks**, with a Pass being **16 marks**, and Distinction **21 marks**.

The duration of this examination is **60 minutes**.

You are **NOT** allowed any assistance to complete the answers.

You must use a pencil to complete the answer sheet - pens must **NOT** be used.

When completed, please leave the **examination answer sheet (EAS)** on the desk.

EXAMINATION ANSWER SHEET (EAS) INSTRUCTIONS:

For each question, fill in **ONE** answer **ONLY**.

If you make a mistake, ensure you erase it thoroughly.

You must mark your choice of answer by shading in **ONE** answer circle only.

Please mark each choice like this:

01 ☐ A ☐ B ☐ C ☒ D **ANSWER COMPLETED CORRECTLY**

Examples of how **NOT** to mark your examination answer sheet (EAS). These will not be recorded.

01 ☐ A ☐ B ☐ C ☐ D **DO NOT** partially shade the answer circle
ANSWER COMPLETED INCORRECTLY

01 ☐ A ☐ B ☒ C ☒ D **DO NOT** use ticks or crosses
ANSWER COMPLETED INCORRECTLY

01 ☐ A ☐ B ☐ C ☐ D **DO NOT** use circles
ANSWER COMPLETED INCORRECTLY

01 ☐ A ☐ B ☐ C ☐ D **DO NOT** shade over more than one answer circle
ANSWER COMPLETED INCORRECTLY

All candidates **MUST** sign the Examination Answer Sheet (EAS) in the bottom right-hand corner of the page before leaving the examination room.

The following **10 questions** relate to the core knowledge criteria.

1

What is the **last** step of a risk assessment?

- A. Control the risks
- B. Identify hazards
- C. Record your findings
- D. Review the controls

2

What is the **main** aim of the Health and Safety Executive (HSE)?

- A. To ensure the welfare of staff and prevent injury, ill health or death
- B. To focus on company profits and maintain customer relationships
- C. To issue licenses and conduct initial health checks on drivers
- D. To prevent anti-smuggling and enforce national security protocols

3

Loading a vehicle in a scheduled order supports the:

- A. customer
- B. driver
- C. loader
- D. manager

4

What is the appropriate action to take **first** when handling a grievance from an employee about unfair treatment?

- A. Have an informal discussion
- B. Issue a written warning
- C. Refer to human resources (HR)
- D. Take disciplinary action

5

If a clandestine entrant is found in a vehicle, which of the following is liable for the penalty?

- A. The driver
- B. The entrant
- C. The vehicle's manufacturer
- D. The warehouse supervisor

6

What is the **main** reason for checking the weight of a pallet before loading it?

- A. To confirm the straps are secure and in place
- B. To enable the goods to be packed and stacked
- C. To ensure safe transport limits are followed
- D. To make sure heavier loads are placed at the back

7

Who is responsible for maintaining vehicle and trailer roadworthiness in a transport and warehousing organisation?

- A. Health and safety officers, drivers and supervisors
- B. Stock control departments, supervisors and mechanics
- C. Transport managers, fleet managers and drivers
- D. Warehouse loading staff, transport managers and operators

8

Which of the following is an effective way to reduce a warehouse's environmental impact?

- A. Choosing diesel-operated equipment
- B. Segregating waste materials
- C. Sending packaging to landfills
- D. Using paper for record-keeping

9

Why **must** vehicle maintenance be recorded?

- A. To ensure legal compliance
- B. To monitor fuel efficiency and usage
- C. To trace vehicle ownership
- D. To track vehicle and driver hours

10

Under the current Control of Substances Hazardous to Health (COSHH) Regulations, employees **must** ensure that such substances are:

- A. disposed of in the general waste
- B. left out in open areas for easy access
- C. returned to an appropriate place of storage
- D. stored in unmarked containers

The following **15 questions** relate the pathway knowledge criteria.

11

Which of the following is an appropriate way to rotate food stock?

- A. First expired, first out system
- B. First expired, last out system
- C. Last in, first out system
- D. Last in, last out system

12

When offloading goods, what **must** be checked **first**?

- A. The delivery date and labels
- B. The expiry date and dock
- C. The quantity and condition
- D. The weight and packaging

13

Which of the following applies to a direct order?

- A. The retailer ships directly to the warehouse
- B. The seller delivers directly to the customer
- C. The supplier delivers directly to the warehouse
- D. The warehouse ships directly to the customer

14

What is the **main** benefit of implementing a just in time (JIT) picking process?

- A. It cuts down the amount of packaging used
- B. It decreases the cost of purchasing stock
- C. It prevents delays in orders being fulfilled
- D. It reduces the warehouse space required

15

Where is an appropriate place to store chemicals, hazardous liquids and oils?

- A. A bunded area
- B. An outdoor space
- C. In a heated room
- D. On open racking

16

In the dispatch process, what does the consolidation of goods involve?

- A. Packing items individually for distribution
- B. Combining small loads into a single shipment
- C. Separating loads based on the delivery location
- D. Splitting large loads into numerous deliveries

17

Which stocktake continuously monitors stock levels at all times?

- A. Annual
- B. Periodic
- C. Perpetual
- D. Spot check

18

Which of the following is a requirement of the current Lifting Operations and Lifting Equipment Regulations (LOLER)?

- A. Equipment used for lifting must be inspected every 2 years
- B. Lifting equipment must be maintained by a competent person
- C. Tasks using lifting equipment must be manually recorded
- D. Vehicle-fitted lifting equipment must be used for every job

19

Which of the following is good practice when initially receiving customer returns?

- A. Disposing of the goods
- B. Emailing the delivery driver
- C. Returning to stock
- D. Taking a photograph

20

A package is considered dispatched when it:

- A. has been picked from the aisle
- B. has left the warehouse
- C. is awaiting the courier
- D. is waiting to be packaged

21

Which of the following describes a special order?

- A. An item picked by management
- B. An order that must be delivered on the same day
- C. An order that only includes seasonal items
- D. An unusual quantity of items

22

Mechanical handling equipment (MHE) pre-use inspections **must** be conducted to ensure the equipment is:

- A. fully fuelled
- B. insured for use
- C. parked correctly
- D. safe to operate

23

If an item for resale has been significantly modified, it **must** be:

- A. disposed of and recycled
- B. reassessed and relabelled
- C. repackaged and repriced
- D. returned to stock and reused

24

A warehouse management system can support timely customer deliveries by:

- A. identifying health and safety risks
- B. ordering suitable product packaging
- C. organising orders by the route
- D. producing a staff allocation list

25

Where is the appropriate place to store heavy goods?

- A. At a high level
- B. At a low level
- C. At a medium level
- D. At a waist height level





**Level
3**



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