

Paper Code: M-EPA-TWOSW3003

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**.

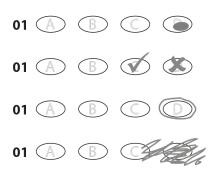
If you make a mistake, ensure you erase it thoroughly.

You must mark your choice of answer by shading in **ONE** answer circle only. Please mark each choice like this:

01 (

ANSWER COMPLETED CORRECTLY

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



DO NOT partially shade the answer circle ANSWER COMPLETED INCORRECTLY

DO NOT use ticks or crosses ANSWER COMPLETED INCORRECTLY

DO NOT use circles ANSWER COMPLETED INCORRECTLY

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.

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

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

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1

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

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Loading a vehicle in a scheduled order supports the:

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

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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

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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

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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



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
- Warehouse loading staff, transport managers and operators

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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

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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

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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

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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

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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

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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

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

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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

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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

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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

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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

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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

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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

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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





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21 February 2025

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