

Paper Code: M-EPA-EDO2003

Level 2

Express Delivery Operative 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.

The exam is worth **25 marks**, with a Pass being **15 marks**, and Distinction **20 marks**.

The duration of this examination is **45 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.

1

If the dimension of an online return exceeds a courier's limits on weight and size, which action is the courier **most** likely to take?

- A. Refuse the return and recommend the customer contacts the seller directly
- B. Accept the return and charge an increased premium rate for the service
- C. Refuse the return and put restrictions in place to discourage the customer from using their service again
- D. Accept the return if the customer helps to load the delivery vehicle

2

By law, a customer is **not** deemed to have accepted a delivery of goods until they have had a reasonable opportunity to:

- A. use the goods for their intended purpose
- B. sell the goods on to another customer
- C. determine the identity of the delivery operative
- D. find out whether or not the delivery is correct

3

What are self-employed delivery operatives working alone **most** likely to benefit from obtaining?

- A. Employers' liability insurance
- B. Public liability insurance
- C. Professional indemnity insurance
- D. Life insurance

4

When an operative is outlining their self-employed business model, which of the following is **key** to consider?

- A. Their delivery boundaries
- B. Typical weather conditions in their area at certain times of year
- C. What colour vehicle to use for deliveries
- D. Using the most expensive, high-quality fuel

5

One potential reason why the express delivery service could be seen as a pollution hazard is that:

- A. more miles are driven to deliver 1 parcel
- B. extra parcels are delivered to the same place at the same time
- C. more part loads are being delivered
- D. drivers do not know the best route, so travel further

6

What is the **main** goal of last mile delivery?

- A. To deliver items to customers as and when possible
- B. To deliver items to customers no matter how much it costs
- C. To deliver items to a warehouse or transport hub
- D. To deliver items to customers promptly while minimising costs
- E. To deliver items to customers while maximising costs

7

What is reverse logistics **best** defined as?

- A. The movement of goods to the buyer
- B. The movement of goods back to the seller
- C. The movement of goods from the supplier
- D. The excessive movement of goods
- E. The movement of goods around the world

8

Which of the following is the **main** reason an operative complies with customer service and service delivery policies?

- A. It increases the amount of customer complaints they receive
- B. It improves their confidence from good experiences with customers
- C. It improves the returns policy by increasing the number of returns they receive
- D. It increases the amount of unhappy customers they have to serve
- E. It improves their reputation and relationships with customers

9

Under current health and safety legislation, what does an **employee** have responsibility for?

- A. Using hand sanitiser whenever possible
- B. Using the correct personal protective equipment (PPE) as instructed
- C. Carrying out their duties in a timely manner
- D. Using their colleague's personal protective equipment (PPE) if theirs is missing
- E. Using personal protective equipment (PPE) even if it is slightly damaged

10

To avoid injury when moving 2 heavy boxes, what is the **most** appropriate manual handling technique for operatives to use?

- A. Keep their back straight and lift each box separately
- B. Slide both boxes along the floor together
- C. Carry both boxes stacked on top of one another
- D. Lift each box separately and hold them away from the body
- E. Pull the boxes using a rope

11

When delivering a package that has been posted on a 48-hour delivery service, what would be the latest expected delivery time?

- A. 2 days from when the delivery operative receives the package
- B. 2 working days from when the delivery operative receives the package
- C. 2 days from when the order is placed
- D. 2 working days from when the order is placed
- E. 2 days from when the order is packed
- F. 2 working days from when the order is packed

12

When planning and checking routes, besides from having good local knowledge, what additional information is the **most** important to know?

- A. Pedestrian crossing locations
- B. Current road closures and diversions
- C. Current bus routes and timetables
- D. Speed camera locations
- E. Speed limits along the route
- F. Sharps corners likely to be encountered en route

13

How could a business demonstrate compliance with the requirement to ensure its employees are **competent** in the installation of electrical goods?

- A. Keep copies of all employees' qualification certificates
- B. Ensure induction training is carried out for all new employees
- C. Provide employees with information, instruction and training and keep a record of these details
- D. Provide instructional videos and a copy of the health and safety policy to all employees
- E. Ensure all employees wear personal protective equipment (PPE) and have previous installation experience
- F. Supervise all employees while they install any electrical goods

14

Continually assessing for danger and adapting your response accordingly is **best** defined as a:

- A. workplace hazard analysis
- B. risk placed assessment
- C. dynamic risk assessment
- D. hazard assessment
- E. workplace policy
- F. routine maintenance check

15

What **must** an operative do to manually handle an item safely?

- A. Keep the load low to the ground to avoid breaking it if dropped
- B. Use their legs and jerk the item up to help the initial lift
- C. Lift the item while turning to place it in a van
- D. Stretch to drag and lift an item to get it in their reach
- E. Always ensure they have a colleague close to help if required
- F. Keep the load close to their waist while lifting

16

When delivering perishable food items, which of the following would be good practice?

- A. Checking the air temperature regularly
- B. Using any vehicle that is available
- C. Mixing food and non-food items
- D. Maintaining and monitoring high temperatures
- E. Mixing raw and cooked foods
- F. Maintaining and monitoring the vehicle coolant temperature
- G. Maintaining and monitoring appropriate temperatures

17

An employee wearing a clean and pressed company uniform with a company logo can help to:

- A. improve their firm's image and reputation
- B. give them a competitive advantage over rival firms
- C. minimise costs and insurance premiums
- D. reduce the possibility of delays
- E. lower the chance of package theft
- F. decrease the amount of paperwork required
- G. increase the speed of deliveries

18

What is the formula used to calculate the dimensional weight?

- A. Length x width x height x 5000
- B. Length x width x height / 5000
- C. Length x height x width / 500
- D. Length x width + height / 5000
- E. Length + width + height / 500
- F. Length + width + height / 5000
- G. Length + width x height / 5000

19

Drivers **must** have obtained and carry with them an ADR certificate if they are to drive vehicles carrying which type of goods?

- A. Expensive
- B. Perishable
- C. Fragile
- D. Heavy
- E. Hazardous
- F. Household
- G. Commercial

20

Unless an alternative payment date is agreed, a customer **must** pay a courier within how many days of receiving their invoice, goods or services?

- A. 7 days
- B. 10 days
- C. 14 days
- D. 21 days
- E. 28 days
- F. 30 days
- G. 60 days

21

An operative is making deliveries in a new area and is on route to deliver an urgent same day parcel when their satellite navigational system loses signal. What is the **most** appropriate action to take?

- A. Continue driving in the hope they will find their destination
- B. Return to the depot immediately and alert the customer that they are unable to deliver the parcel
- C. Pull over safely and plan their route using a road map
- D. Pull over and wait until their satellite navigation is working again
- E. Phone their manager and ask if someone with better knowledge of the area can deliver the parcel for them

22

An operative has an urgent delivery for a high-value item, but when they arrive the recipient is not in. What is the **most** appropriate action to take?

- A. Deliver the item by leaving it out of sight
- B. Deliver the item to someone else close by
- C. Deliver the item by leaving it outside their door
- D. Deliver the item later in the day but only if they get time before the shift ends
- E. Deliver the item to an alternative authorised recipient, ensuring a signature is received

23

An operative has arrived at their collection point and are scanning items when their hand-held scanner fails. What is the **most** appropriate action to take?

- A. Reboot the scanner and if it fails again, contact the depot
- B. Write the details down of all the unscanned items
- C. Explain to the customer they will return later once it is fixed
- D. Load all the items onto their van and sort it out when they return to the depot at the end of their shift
- E. Leave any unscanned items with the customer and ask them to arrange another collection

24

An operative is making deliveries on a bicycle and has been assigned the parcels for their shift. They notice that they have been assigned an overweight parcel. What is the **most** appropriate action to take?

- A. Deliver the parcel anyway, as they believe they will be capable
- B. Notify their manager and suggest that a van driver delivers the parcel
- C. Start their shift and leave the parcel behind for someone else
- D. Ask any colleague to swap parcels with them
- E. Ask their manager if another colleague can join the route to help with the parcel

25

An operative has been asked to carry out a risk assessment of a load prior to delivery. What is the **first** action that they **must** take?

- A. Form a committee
- B. Write down the significant findings
- C. Systematically identify hazards
- D. Train staff to implement control measures
- E. Ask a senior colleague if they know of any problems with the load





Level
2

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