

# Mock Test Mark Scheme

**Mock Paper Code: M-EPA-TS2001**

This knowledge test is divided into 2 sections.

Section1: Multiple-Choice Question (MCQ)

15 questions worth 1 mark each – total 15 marks

Section 2: Short Answer Questions (SAQ)

5 questions worth up to 3 marks each – total 15 marks

Total marks available: 30

Duration: 60 minutes

Comments:

MCQs written to meet the pass criteria given in the assessment plan. All pass and distinction criteria covered in the knowledge test are also assessed via real-life practical observation or professional discussion.

SAQs are written to meet the distinction criteria.

The MCQ answers for this mock test are below:

AC	Question	Correct Answer
PK2a	1	B
OK1a	2	D
WK1a	3	A
TK2a	4	D
LK1a	5	B
OK4a	6	C
CK1a	7	A

	Question	Correct Answer
OK3a	8	A
CK2a	9	C
CK3a	10	D
OK5a	11	B
SK1a	12	D
TK1a	13	A
OK2a	14	C
PK1a	15	A

- To achieve a **pass**, apprentices will score at least 18 out of 30
- To achieve a **merit**, apprentices will score at least 23 out of 30
- To achieve a **distinction**, apprentices will score at least 26 out of 30

Answers for the short-answer questions (Q16-Q20) on the Trade Supplier mock exam (M-EPA-TS2001) are:

Q No	Criteria		Max Marks	Question:	Marking guidance, answers include:
16	OK1b	<i>Share ideas of how their role can improve success of their organisation</i>	3	State 3 ways that your role can help improve the success of your organisation.	<p><b>Exemplar answers:</b></p> <ul style="list-style-type: none"> <li>• Understand the end goal</li> <li>• Good product knowledge</li> <li>• Be credible and reliable</li> <li>• Build customer loyalty</li> <li>• Generate new custom</li> <li>• Achieve sales targets/KPIs</li> </ul> <p><b>Guidance on applying the mark scheme:</b> 1 mark to be awarded for each correct up to a maximum of 3 marks</p> <p>Apprentices must not use bullet points only but must give a sentence stating ways to improve the success of the organisation.</p>
17	OK3b	<i>Proactively seek to further specialist product knowledge to improve customer experience and business performance</i>	3	Identify 3 ways to proactively further your knowledge of new products to improve customer experience and business performance.	<p><b>Exemplar answers</b></p> <ul style="list-style-type: none"> <li>• Talk with colleagues</li> <li>• Read product materials</li> <li>• Ask for training with suppliers</li> <li>• Request internal training from colleagues</li> <li>• Read online product reviews</li> <li>• Using the products themselves</li> </ul> <p><b>Guidance on applying the mark scheme:</b> 1 mark to be awarded for each correct up to a maximum of 3 marks</p> <p>Apprentices must not use bullet points only but must give a sentence stating ways to improve the success of the organisation.</p>

18	TK1b	Describe how correct choice of direct interaction or the use of technology can be of benefit to the business	3	<p>Give 2 examples of when direct interaction would be more beneficial than using technology when dealing with a customer <b>and</b> give 1 example of when the use of technology would be more beneficial than using direct interaction and describe the benefits. Explain your answers</p>	<p><b>Direct Interaction exemplar answers:</b></p> <ul style="list-style-type: none"> <li>• First few times of contact to establish a rapport with the customer</li> <li>• Whenever there is an issue where the customer may need support or when the relation is in risk of breaking down</li> <li>• Whenever the customer/colleague requests it</li> <li>• To explain a complex issue</li> <li>• To provide training on a particular product, service or system</li> </ul> <p><b>Use of technology exemplar answers:</b></p> <ul style="list-style-type: none"> <li>• If the customer requests it as they may not have access to a telephone or some other reason</li> <li>• If the customer is hard of hearing or deaf which would make direct interaction more difficult</li> </ul> <p>Guidance on applying the mark scheme: 1 mark to be awarded for each correct identification up to a maximum of 3 marks. Apprentices must provide an explanation as to why each would be more beneficial than the other.</p>
19	TK2b	Provide an explanation of how systems can add value to the business	3	<p>Identify an electronic system and how it's used and explain how the use of it adds value to the business.</p>	<p><b>Exemplar answers for how it adds value:</b></p> <ul style="list-style-type: none"> <li>• Saves money</li> <li>• Saves time</li> <li>• Allows for more consistent customer service</li> <li>• Improve efficiency</li> <li>• Improve accuracy</li> <li>• Link to accounts/financial reporting</li> <li>• Link to MPS systems/stocktaking systems</li> <li>• Sometimes links straight to suppliers</li> </ul> <p><b>Guidance on applying the mark scheme:</b></p> <p>1 mark for the identification of a system 1 mark for how that system is used within the business 1 mark for how it adds value to the business</p>

20	PK1b	Describe how having a positive attitude can impact the team you work with and how this can improve overall team performance	3	Describe 3 ways that a positive attitude can impact the team and team performance.	<p><b>Exemplar answers:</b></p> <ul style="list-style-type: none"> <li>• Can increase creativity</li> <li>• Can help in coping with challenges,</li> <li>• Can reduce absenteeism of team members</li> <li>• Can help to decrease staff turnover</li> <li>• Healthier working environment</li> <li>• Improve the customer experience</li> <li>• Increase productivity</li> </ul> <p><b>Guidance on applying the mark scheme:</b> 1 mark to be awarded for each correct up to a maximum of 3 marks</p> <p>Apprentices must not use bullet points only but must give a sentence stating ways that a positive attitude can impact the team and team performance.</p>
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