

Paper Code: M-EPA-SCOTO2002

Supply Chain Operator – Traffic Officer EPA Mock Knowledge & Behaviours Test



Information for registered Centres

The seal on this examination paper must only be broken by the learner at the time of the examination.

Under no circumstances should a learner use an unsealed examination paper.

Information for candidates

Only remove the examination paper from the sealed envelope when instructed to do so.

Under no circumstances should you use an unsealed examination paper.

The duration of this examination is **1 HOUR**. The examination consists of **25 questions**.

Please carefully read the examination questions and clearly write your answers where specified to do so.

The test is worth 30 marks, with the pass being 21 marks and distinction 27 marks.

Complete ALL tasks. Use BLACK or BLUE ink.

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

When completed, please leave the **Examination Paper** on the desk.

SIGN the declaration before leaving.

Complete the following			
First Name (in full)			Middle initial
Last Name			
Date of Birth (8 digits)			
HABC Learner ID	D D	M M	
Approved Centre Number (5 digits)			
Is this a re-sit examination?	YES	NO	
Examination Date (8 digits)			
Examination Start Time (24 hour clock)	D D	M M	Examination Finish Time (24 hour clock) H H M M
Nominated Tutor Number (5 digits)			
Learner declaration			
I confirm:			Learner signature:
I removed the examination pape	r from the seale	d envelope.	

I received no help in answering the questions in this examination paper.

I will not discuss the content of the examination with anyone else.

I am the person stated above on this form.



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5	
State one of the main purposes of a transport management system (TMS).	
	(1 mark
6	
Give one example of what vehicle telematics are used for.	
	(1 mark
7	
State one restriction that may affect your planned delivery route.	
	(1 mark
	·
8	
State one document that must be checked before a driver can take out a trai	ler.



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9	
Give two examples of how goods returned to the depot should be dealt with.	

10

A driver calls the Traffic Office to report that the service light has come on while out for delivery.

state one action you should advise the driver to do.	

(1 mark)

(2 marks)

11

Give **one** action an operative must do **before** using a piece of equipment that they have already been trained to use.

(1 mark)

12

A driver has reported that a tyre is **damaged** on the only vehicle available for that day when undertaking their pre-driving checks. They have completed a defect form. State **one** action you should take.



have access to customer data, state one requirement ur	nder data protection rules.
	/1 mar
	(1 mari
te one of the main responsibilities of an employee unde	or health and cafety legislation
e one of the main responsibilities of an employee unde	i fleatifi and safety legislation.
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	and deffect on the alth
our workstation is set up incorrectly , state one way this o	could affect your health.
	/1
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e one example of an internal customer to your departm	ent.



ite one benefit of working productively.		
		(1 mar
8		
ite one way to keep up to date with new technology.		
		(1 mai
9		
ite one way you could achieve one <mark>of your pe</mark> rsonal developm	nent goals.	
		(1 mar
ite one of the main functions of warehousing in the supply ch	nain industry.	
	,	



21	
State one reason why it is important to use eye contact when speak	king to colleagues.
	(1 mark
22	
A colleague you are working with is demonstrating disrespectful be	ehaviour towards your customer's.
Give two exam <mark>pl</mark> es of the actions you would take.	
	(2 marks
23	
You have been asked to work through your lunch break due to a high	gh workload.
You have been asked to work through your lunch break due to a hig	gh workload.
You have been asked to work through your lunch break due to a hig Give two examples of how you should respond to this situation.	gh workload.

(2 marks)

Please turn over



24

You notice a confidential document on a desk in an office that can be accessed by most staff members.	
Give two ways to deal with this situation.	
(2)	narks)
25	
A team membe <mark>r</mark> you work with regularly is struggling with their workload. State two ways you could support you colleague.	ur
	marks)



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Marker Name	
Total Mark	/30
Overall Pass/Distinction/Fail	

Moderator Name	
Total Mark	/30
Overall Pass/Distinction/Fail	

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