

1

How many hours of DCPC (Driver Certificate of Professional Competence) periodic training **must** a driver complete every 5 years?

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.....

(1 mark)

2

What **restrictions** are in place on a 'red route'?

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(1 mark)

3

A driver normally uses a 30ft trailer for a particular customer but it is **not** available, instead only a 50ft trailer is available. State **one** important factor you should consider first.

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(1 mark)

4

What is the licence category required to drive the **smallest** of commercial vehicles?

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(1 mark)

5

State **one** of the main purposes of a transport management system (TMS).

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(1 mark)

6

Give **one** example of what vehicle telematics are used for.

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(1 mark)

7

State **one** restriction that may affect your planned delivery route.

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(1 mark)

8

State **one** document that **must** be checked before a driver can take out a trailer.

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(1 mark)

9

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

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(2 marks)

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.

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(1 mark)

11

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

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(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.

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(1 mark)

13

You have access to customer data, state **one** requirement under data protection rules.

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(1 mark)

14

State **one** of the main responsibilities of an **employee** under health and safety legislation.

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(1 mark)

15

If your workstation is set up **incorrectly**, state **one** way this could affect your health.

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(1 mark)

16

Give **one** example of an **internal** customer to your department.

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(1 mark)

17

State **one** benefit of working productively.

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(1 mark)

18

State **one** way to keep up to date with new technology.

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(1 mark)

19

State **one** way you could achieve one of your personal development goals.

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(1 mark)

20

State **one** of the main functions of warehousing in the supply chain industry.

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(1 mark)

21

State **one** reason why it is important to use eye contact when speaking to colleagues.

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(1 mark)

22

A colleague you are working with is demonstrating disrespectful behaviour towards your customer's.
Give **two** examples of the actions you would take.

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(2 marks)

23

You have been asked to work through your lunch break due to a high workload.
Give **two** examples of how you should respond to this situation.

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.....

(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.

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(2 marks)

25

A team member you work with regularly is struggling with their workload. State **two** ways you could support your colleague.

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(2 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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