

**Paper Code: M-EPA-LGV2003**
**Level 2**

# LGV Driver

## EPA Mock Knowledge and Behaviours 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

**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

<b>First Name</b> (in full)	<input type="text"/>																				<input type="text"/>		Middle initial
<b>Last Name</b>	<input type="text"/>																				<input type="text"/>		
<b>Date of Birth</b> (8 digits)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		
	D	D	M	M	Y	Y	Y	Y															
<b>HABC Learner ID</b>	<input type="text"/>										<input type="text"/>		<input type="text"/>		<input type="text"/>								
<b>Approved Centre Number</b> (5 digits)	<input type="text"/>					<input type="text"/>		<input type="text"/>		<input type="text"/>		<input type="text"/>											
<b>Is this a resit examination?</b>	<input type="text"/>		<input type="text"/>		<input type="text"/>		<input type="text"/>		<input type="text"/>		<input type="text"/>		<input type="text"/>		<input type="text"/>								
	YES		NO																				
<b>Examination Date</b> (8 digits)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>					
	D	D	M	M	Y	Y	Y	Y															
<b>Examination Start Time</b> (24 hour clock)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<b>Examination Finish Time</b> (24 hour clock)				<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>									
	H	H	M	M	H	H	M	M															
<b>Nominated Tutor Number</b> (5 digits)	<input type="text"/>					<input type="text"/>		<input type="text"/>		<input type="text"/>		<input type="text"/>											

### Learner declaration

I confirm: <ul style="list-style-type: none"> <li>I removed the examination paper from the sealed envelope.</li> <li>I received no help in answering the questions in this examination paper.</li> <li>I am the person stated above on this form.</li> <li>I will not discuss the content of the examination with anyone else.</li> </ul>	<b>Learner signature:</b>  .....
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1

State 1 action a driver should take if there are a number of low bridges on their planned route.

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(1 mark)

2

State 1 appropriate source to refer to when unsure on how to safely use a piece of equipment.

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(1 mark)

3

State 1 way a driver can reduce their environmental impact.

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(1 mark)

4

State 1 purpose of having a hands-free mobile installed in a vehicle.

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(1 mark)

5

Give 1 way a driver can check if a vehicle is suitable for the load being carried.

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(1 mark)

6

State 1 restriction a driver **must** consider when planning a route through a city.

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(1 mark)

7

State 1 way a driver can protect a vehicle's contents when leaving it unattended.

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(1 mark)

8

State 1 impact of delivering poor customer service.

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(1 mark)

9

State 1 action a driver **must** take when using a tachograph to record their driving hours.

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(1 mark)

10

Give 1 example of what a driver **must** do to safely manoeuvre through roadworks.

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(1 mark)

11

State 1 reason why a driver should keep up to date with changes in vehicle technology.

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(1 mark)

12

Give 1 example of a type of goods that requires a driver to have an ADR certificate to carry.

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(1 mark)



13

A customer has returned a shipment of goods due to a fault. State 1 action that **must** be taken before processing the return.

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(1 mark)

14

State 1 check a driver should perform before using a personal delivery assistant (PDA).

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(1 mark)

15

Outline 1 **key** role of logistics companies in the supply chain.

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(1 mark)

16

Give 1 **negative** effect of shift work on a driver's health.

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(1 mark)

17

State 1 action a driver should take to maintain control when driving in windy conditions.

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(1 mark)

18

Give 1 action a driver **must** take to check the stability of a load before setting off.

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(1 mark)

19

While driving down a busy main road, a driver sees a cyclist. Give 1 appropriate response to this situation.

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(1 mark)

20

Give 1 reason why a driver **must** plan an alternative route before starting a journey.

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(1 mark)

21

How long can a driver continuously drive for before they **must** take a break?

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(1 mark)

22

Give 1 example of a driving condition where the two-second rule applies.

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(1 mark)

23

While unloading, a driver drops a fragile item causing it to break. Describe 2 actions that they **must** take.

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(2 marks)

24

A driver is communicating with a customer over the phone about their order status. State 3 ways to effectively communicate with the customer.

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(3 marks)

25

A driver is delivering goods to a customer, but some items are missing from the order. The customer is clearly frustrated about this.

- a) Give 2 ways the driver can establish a good rapport with the customer while dealing with the situation. (2 marks)
- b) Give 1 way that the driver can positively deal with the situation. (1 mark)

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(3 marks)







<b>Marker Name</b>	
<b>Total Mark</b>	<b>/30</b>
<b>Overall Pass/Distinction/Fail</b>	

<b>Moderator Name</b>	
<b>Total Mark</b>	<b>/30</b>
<b>Overall Pass/Distinction/Fail</b>	

**Level**  
**2**

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