

M-EPA-SCOTO2002 – Exemplar answers v2

This document contains exemplar answers that show the level of depth and breadth required to answer each of the questions to gain full marks in the mock test. As a rule, learners should provide 1 key point for each mark required within the question.

Important information for centres:

- A mark scheme for an open-response exam is kept under constant review and is updated by the chief examiner as and when markers find alternative acceptable answers that should be included
 - For all questions, alternative correct answers will be accepted and awarded marks
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- 1) How many hours of DCPC (Driver Certificate of Professional Competence) periodic training **must** a driver complete every 5 years?

(1 mark)

35 hours.

TK1 - Understand relevant and current regulation and legislation

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

(1 mark)

You cannot stop anywhere at any time, unless in the event of an emergency.

TK2 - Understand how to plan routes and jobs

- 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.

(1 mark)

That it is suitable for the customer's site.

That the customer's mechanical handling equipment (MHE) can operate with a larger trailer.

TK3 - Understand appropriate equipment/vehicle types

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

(1 mark)

B.

TK3 - Understand appropriate equipment/vehicle types

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

(1 mark)

To plan the delivery routes.

TK4 - Understand how to use the Transport Management System (TMS) and other relevant IT systems

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

(1 mark)

To monitor driver performance.

To locate vehicles.

To monitor the driver's breaks.

TK4 - Understand how to use the Transport Management System (TMS) and other relevant IT systems

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

(1 mark)

Low/height restriction bridges that are too low for the planned vehicle:

Weight and width restrictions.

Local authority restrictions.

Clean air zones.

TK2 - Understand how to plan routes and jobs

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

(1 mark)

The trailer plating certificate:

TK5 - Understand safe use of equipment and machinery in order to provide briefs to colleagues

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

(2 marks)

1. Ensure there is a genuine reason for their return and process them according to the type of goods.

2. Check for any damage.

3. Check returns in line with company policy/procedures.

TK6 - Understand how to process goods when returned to base

- 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)

Report the fault when they return to the depot.

TK7 - Understand the process for arranging vehicle maintenance and dealing with any related issues

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

(1 mark)

An operative must undertake pre-use checks to ensure the equipment is safe to use.

TK5 - Understand safe use of equipment and machinery in order to provide briefs to colleagues

- 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.

(1 mark)

Liaise with customers expecting deliveries to inform them that their delivery may be delayed. Arrange for immediate maintenance of the vehicle.

TK7 - Understand the process for arranging vehicle maintenance and dealing with any related issues

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

(1 mark)

The data must only be used in the way it is intended when first collected.

TK1 - Understand relevant and current regulation and legislation

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

(1 mark)

To wear the appropriate PPE for the task in hand and the environment the employee is working in. To only use equipment in the way it is intended to be used.

TK1 - Understand relevant and current regulation and legislation

- 15) If your workstation is set up **incorrectly**, state **one** way this could affect your health. (1 mark)

It could lead to backache and back problems that could turn into a long-term issue.

CK7 - Understand how their role can affect their health

- 16) Give **one** example of an **internal** customer to your department. (1 mark)

Any team within the business such as LGV Drivers.

CK4 - Understand their own organisation

- 17) State **one** benefit of working productively. (1 mark)

Work is completed in a timely manner and deadlines are met.
Good company reputation.
Retention of customers.

CK5 - Understand the impact of individual performance

- 18) State **one** way to keep up to date with new technology. (1 mark)

Attending any training updates.
Trade magazines/shows.

CK6 - Proposed and actual changes to systems, processes and technology

- 19) State **one** way you could achieve one of your personal development goals. (1 mark)

Set yourself an achievable deadline by seeking support from your line manager.

CK3 - Understand opportunities in relation to their own career aspirations

- 20) State **one** of the main functions of warehousing in the supply chain industry. (1 mark)

To receive, store and dispatch goods to customers.

CK2 – Understand the structure of the supply chain industry

- 21) State **one** reason why it is important to use eye contact when speaking to colleagues. (1 mark)

It shows you are listening to what they have to say and are interested in the conversation.

CK1 - Understand how to communicate effectively with colleagues

- 22) A colleague you are working with is demonstrating disrespectful behaviour towards your customers. Give **two** examples of the actions you would take. (2 marks)

1. Report your concerns directly to your supervisor for them to act.
2. Have an informal chat with your colleague and explain why you think this is wrong.

B1 - Be able to demonstrate integrity, credibility and honesty

- 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. (2 marks)

1. Agree to help and take your lunch break later.
2. Ask if there is another colleague who could cover.

B2 - Be able to strive for the best results in all they do and maintain a positive attitude

- 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 marks)

1. Report it immediately to the team leader.
2. Do not disclose any information that you've seen.

B3 - Be able to show a commitment to achieving all personal and organisational objectives

- 25) A team member you work with regularly is struggling with their workload. State **two** ways you could support your colleague. (2 marks)

1. Offer to help them with certain tasks.
2. Suggest they talk to their manager.

B4 - Be able to show a genuine interest in meeting the needs of others