

# M-EPA-WOP2004 – Exemplar Answers

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

1) State **one** main function of warehousing in the supply chain industry.

(1 mark)

Award 1 mark for a correct function, for example:

- to receive, store and dispatch goods to customers
- to receive incoming goods
- to follow the process for booking the goods in to stock in their allocated locations
- to store goods for third party customers and prepare for delivery when requested
- to store goods for our customers and process their orders
- to pick, package and dispatch goods to customers utilising a number of couriers
- to ensure goods are protected while in storage, for example, stored at the correct temperature

Accept any other correct answer – a function could be an automated or manual system.

*K7 - The structure of the industry*

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

(1 mark)

Award 1 mark for a correct action, for example:

- an operative must undertake pre-use checks to ensure the equipment is safe to use
- an operative must wear the correct personal protective equipment (PPE) before operating the equipment
- an operative must ensure they have selected the most appropriate piece of equipment for the job, for example:
  - MHE (Material Handling Equipment), Pallet Truck, Forklift Truck, Reach Truck, LLOP (Low level order picker) or PPT (Powered Pallet Truck)

- an operative must adhere to health and safety site rules while carrying out pre-use safety checks (ensuring they are in a safe location)
- an operative must report any defects they see visually before operating the mechanical handling equipment

Accept any other correct answer.

*K3 - Safe use of equipment and machinery*

3) State **one** responsibility of an **employee** under health and safety legislation.

**(1 mark)**

Award 1 mark for a correct responsibility, for example:

- to wear the appropriate personal protective equipment (PPE) for the task in hand and the environment the employee is working in
- to ensure you display a duty of care for yourself and for your colleagues
- adhere to all relevant health and safety site rules
- to report any near misses or accidents
- to report any hazards immediately
- complete any health and safety training and follow guidelines
- sign into the building (this could be manually or via an IT system)
- report any colleague not following health and safety procedures

Accept any other correct answer.

*K6 - Relevant regulation and legislation governing the Supply Chain Industry*

4) Give **one** reason why the key should be removed from a fork-lift truck after use.

**(1 mark)**

Award 1 mark for a correct reason, for example:

- to prevent unauthorised persons from using it
- to eliminate the risk of another operative accessing the vehicle/ mechanical handling equipment
- to prevent the vehicle moving at any point
- to ensure security protocols are being followed on-site

Accept any other correct answer.

*K1 - Safe and controlled driving and/or operating techniques relating to materials handling equipment*

5) State **one** key feature of a company's brand.

(1 mark)

Award 1 mark for a correct feature, for example:

- it's a feature that distinguishes the organisation from its rivals, for example a company logo
- a memorable catchphrase
- brand values alongside the logo
- unique products

Accept any other correct answer, including examples.

*K9 - The vision, objectives, and brand of the organisation*

6) State **one** benefit of using an effective stock control system.

(1 mark)

Award 1 mark for a correct benefit, for example:

- it allows you to keep track of products easily and monitor the movement of stock
- to highlight any out-of-date stock items
- to identify any stock which may not be fast moving, dependent on customer demand
- enables accurate forecasting for demand
- generates labelling requirements for shipments
- allows for accurate storage, allocating storage locations for in-coming stock

Accept any other correct answer.

*K4 - How to use warehouse systems and processes relating to packaging, moving, and receiving stock*

7) State **one** safe way to stack goods when using a hand pallet truck.

**(1 mark)**

Award 1 mark for a correct way, for example:

- stack the goods so that you still have a clear view over the load and make sure the goods are secure prior to moving
- ensure you have safe weight distribution of stock
- build a pallet of stock according to the stock you have
- use a system which allows for stock to be stacked and stabilised before unloading or loading
- use shrink wrap to secure the stock on the pallet
- use banding to secure the stock on the pallet
- use cardboard in-between layers of stock to protect and stabilise the stock

Accept any other correct answer.

*K1 - Safe and controlled driving and/or operating techniques relating to materials handling equipment.*

8) State **one** benefit of a warehouse using a bar code scanning system.

**(1 mark)**

Award 1 mark for a correct benefit, for example:

- stock reports are more accurate as it reduces the possibility of human error
- supports pickers to meet their targets
- enables quick scanning of stock when operating mechanical handling equipment to pick from locations
- identifies any discrepancies in stock locations
- highlights any missing stock
- enables the reporting of damaged stock
- the operatives can work efficiently when using hand-held scanners

Accept any other correct answer.

*K5 - How to use relevant IT, technology, and systems*

9) State **one** method to ensure that the correct delivery of stock has been received.

**(1 mark)**

Award 1 mark for a correct method, for example:

- check the delivery against the delivery note to make sure it matches exactly
- cross-reference the stock you have received against the delivery note
- input the received stock into the main IT system ensuring the correct amounts of stock and description of stock are available
- take photographs of the stock received
- complete quality checks with colleagues and management before booking received stock into the warehouse/depot

Accept any other correct answer.

*K4 - How to use warehouse systems and processes relating to packaging, moving, and receiving stock*

10) State **one** requirement under Lifting Operations and Lifting Equipment Regulations (LOLER).

**(1 mark)**

Award 1 mark for a correct requirement, for example:

- that the lifting equipment must be suitable for the job
- complete pre-operational checks and complete associated documentation for reporting defects/faults
- report any defects/faults immediately to prevent other colleagues from operating the mechanical handling equipment
- check the load you are about to lift to identify the weight, structure, and stability
- ensure you are wearing the correct personal protective equipment for the task, for example safety boots, bump caps, gloves, and high-visibility clothing

Accept any other correct answer.

*K6 - Relevant regulation and legislation governing the Supply Chain Industry*

**11)** Outline **two** ways that warehouse operatives can work to **minimise** their impact on the environment.

**(2 marks)**

Award 1 mark for each correct way, up to a maximum of 2 marks, for example:

- by recycling waste correctly
- by only using the amount of packing material that is required for the safety and security of the product
- work efficiently at all times
- follow the clean as you go policy
- report any hazards, for instance, spillages
- turn equipment off when not in use

Accept any other correct answer.

*K2 - The environmental impact of the industry and how it can be minimised*

**12)** State **one** benefit of providing excellent customer service.

**(1 mark)**

Award 1 mark for a correct benefit, for example:

- leads to a good reputation for the company
- leads to an increase in customers and sales
- customers will provide excellent reviews
- customers will inform their colleagues, which could lead to further business
- will improve staff morale and create a positive working environment for all
- will maintain loyal customers

Accept any other correct answer.

*K8 - The importance of delivering excellent customer service*

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

(1 mark)

Award 1 mark for a correct way, for example:

- attend any training updates
- own research
- attend team briefings for updates
- read related information
- ask questions
- read staff notice board information
- practise using the new technology

Accept any other correct answer.

*K10 - Proposed and actual changes to systems, processes, and technology*

14) You arrive at work and notice that your manager has left some confidential documents on the table. State **two** actions that you will take.

(2 marks)

Award 1 mark for each correct action, up to a maximum of 2 marks, for example:

- as these documents are confidential, do not read them
- keep the documents until they can be handed back over to the manager
- put the documents in the manager's drawer in the office
- let the manager know they have been found and put them in a safe place
- if there is not a manager around, place them in a secure locker

Accept any other correct answer.

*B3 - Demonstrate integrity, credibility, positivity, and honesty*

- 15) A customer contacts you via phone with an inquiry you cannot answer, and your colleagues are on lunch. State **two** actions that you can take to keep the customer satisfied.

(2 marks)

Award 1 mark for each correct action, up to a maximum of 2 marks, for example:

- get their full name, contact number, company name and brief details of their request
- apologise and get the right person to respond to their request as soon as they return from lunch
- try not to make promises of a time the person will respond as this could cause issues if the person is away
- inform your manager as soon as possible
- transfer the call to a member of the management team/ team leader

Accept any other correct answer.

*B1 - Communicate effectively with customers and colleagues*

- 16) Your team is under pressure to meet a short deadline that has been agreed with an important customer. State **two** ways in which you can behave to work effectively in the team.

(2 marks)

Award 1 mark for each correct way, up to a maximum of 2 marks, for example:

- communicate clearly and listen to instructions
- organise and prioritise work skills
- be open to other ideas and ways of working
- remain calm and professional
- offer practical support to colleagues
- provide emotional support to colleagues
- motivate others
- show respect, understanding and empathy

Accept any other correct answer.

*B2 - Work effectively in a warehousing team*

<b>Total mark</b>	<b>/20</b>
<b>Overall pass/distinction/fail</b>	