

Paper Code: M-EPA-EDSHO2001
Level 2

Express Delivery Sortation Hub Operative Mock Multiple Choice 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

Under no circumstances should you, the candidate, use an unsealed examination paper.

This examination consists of **25 multiple-choice** questions.

The exam is worth **25 marks**, with a Pass being **15 marks**, and Distinction **20 marks**.

The duration of this examination is **45 minutes**.

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

You must use a pencil to complete the answer sheet - pens must **NOT** be used.

When completed, please leave the **examination answer sheet (EAS)** on the desk.

EXAMINATION ANSWER SHEET (EAS) INSTRUCTIONS:

For each question, fill in **ONE** answer **ONLY**.

If you make a mistake, ensure you erase it thoroughly.

You must mark your choice of answer by shading in **ONE** answer circle only.

Please mark each choice like this:

01 A B C D **ANSWER COMPLETED CORRECTLY**

Examples of how NOT to mark your examination answer sheet (EAS). These will not be marked.

01 A B C D **DO NOT** partially shade the answer circle
ANSWER COMPLETED INCORRECTLY

01 A B C D **DO NOT** use ticks or crosses
ANSWER COMPLETED INCORRECTLY

01 A B C D **DO NOT** use circles
ANSWER COMPLETED INCORRECTLY

01 A B C D **DO NOT** shade over more than one answer circle
ANSWER COMPLETED INCORRECTLY

**M-EPA-EDSHO2001
ANSWERS**

All candidates **MUST** sign the Examination Answer Sheet (EAS) in the bottom right-hand corner of the page before leaving the examination room.

1

Under health and safety legislation, an **employee** has the responsibility of:

- A. ensuring all risk assessments are completed
- B. carrying out their duties in a timely manner
- C. **using the correct personal protective equipment (PPE) as instructed**
- D. providing their own personal protective equipment (PPE)

2

The billable weight is worked out by:

- A. selecting the lighter weight out of the actual weight and the dimensional weight
- B. **selecting the heavier weight out of the actual weight and the dimensional weight**
- C. calculating the sum of the dimensional weight and the actual weight
- D. calculating the difference between the dimensional weight and the actual weight

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Before using a piece of equipment that you have already been trained to use, you **must**:

- A. **undertake pre-use checks to ensure the equipment is safe to use**
- B. make sure that the equipment is cleaned
- C. ask your colleague if they found any defects when they last used the equipment
- D. inform your manager that you are going to use the equipment

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The **fastest** shipping method is:

- A. a combination of vehicles
- B. ground freight via trucks
- C. **air freight via planes**
- D. ocean freight via ships

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Which of the following is **not** allowed to be sent by mail in the UK?

- A. Aerosols
- B. **Ammunition**
- C. Asbestos
- D. Alcohol

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The **most** effective way to track a consignment is with a:

- A. brand label
- B. **barcode label**
- C. informative label
- D. grade label

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End-to-end delivery service is defined as the journey of a parcel between collection from the:

- A. sender and arrival at the sortation hub
- B. recipient's address and return to the local depot
- C. sortation hub and return to a warehouse
- D. **sender and delivery to the recipient's address**

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A principle of the Data Protection Act 2018 is:

- A. prevention
- B. **transparency**
- C. tenacity
- D. control

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Which of the following is **most** likely to determine whether a service is priced correctly?

- A. Supplier costs
- B. Consumer costs
- C. Supplier details
- D. **Customer demand**

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The General Data Protection Regulation (GDPR) is **only** required to be applied if the communication is addressed to a:

- A. named business
- B. **named individual**
- C. school
- D. hospital

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Which of the following is **most** likely to be considered a threat to personal data?

- A. **A letter being missorted and delivered to the wrong home address**
- B. A customer providing an insufficient delivery address
- C. Seasonal staff sorting letters to help with high demand
- D. A parcel being delayed several days due to a sortation error

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The **main** consequence of failing to properly maintain personal protective equipment (PPE) is that it:

- A. can cause damage to parcels and put customers at risk
- B. increases the chance of a data breach
- C. **can lose effectiveness and put you at risk**
- D. will increase costs to your organisation

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Which of the following is an example of an express delivery model?

- A. **Delivery before 10am**
- B. Delivery before 11pm
- C. Delivery within 4 days
- D. Delivery within 1 week

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The UK postal service is regulated by:

- A. HM Revenue and Customs (HMRC)
- B. Financial Conduct Authority (FCA)
- C. Trading Standards
- D. **Ofcom**

15

What is the formula used to calculate the dimensional weight?

- A. **Length x width x height ÷ 5000**
- B. Length + width + height ÷ 5000
- C. Length x width x height x 5000
- D. Length + width - height x 5000

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The **most** important reason to maintain the integrity of mail is to:

- A. protect the business
- B. keep all customers
- C. **prevent data breaches**
- D. protect all staff

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The label, other than the shipping label, that should be included on a parcel containing a bottle of wine is:

- A. **fragile**
- B. UN3373
- C. a yellow warning
- D. ID8000

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According to the Postal Services Act 2011, a universal postal service **must**, as a **minimum**, include:

- A. 1 delivery of letters per month
- B. 1 delivery of parcels per week
- C. the delivery of letters on bank holidays
- D. **the delivery of items with an insured service**

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Which **key** information **must** be included on a shipping label?

- A. A pictogram
- B. **A postal code**
- C. The parcel contents
- D. An image

20

According to the Health and Safety Executive (HSE), the 5 steps to a risk assessment are:

- A. **identify, assess, control, record and review**
- B. assess, control, identify, evaluate and review
- C. control, evaluate, identify, decide and record
- D. evaluate, record, identify, control and review

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An example of an efficient automated sortation system is a:

- A. consolidation sorter
- B. hand-held scanner
- C. **tilt-tray and cross-belt sorter**
- D. postcode sorter

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A parcel has been intentionally damaged. The **first** action to take is to:

- A. discipline the staff member who has damaged the parcel
- B. repackage the goods
- C. report it to human resources
- D. **report it to your manager**

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An example of the last mile delivery is a:

- A. return from a customer to a depot
- B. delivery from a warehouse to a depot
- C. **delivery from a depot to a customer**
- D. return from a depot to a warehouse

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Which of the following is **not** classified as 'personal data'?

- A. Work address
- B. Date of birth
- C. Name
- D. Home address

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Which is the **most** important cost to be considered when calculating a suitable price for handling a product?

- A. Customer costs
- B. Packaging costs
- C. Storage costs
- D. Labour costs







Level
2

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