

Paper Code: M-EPA-WOP2003

Level  
**2**

# Supply Chain Warehouse Operative 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**. This examination consists of **17 questions**.

Please carefully read the examination questions and clearly write your answers where specified to do so.

The test is worth **20 marks**, with a Pass being **14 marks**, and Distinction **18 marks**.

1

State **one** way you can comply with the Data Protection Act 2018 when using IT systems at work.

(1 mark)

2

If equipment is faulty and not safe to use, state **one** action you **must** take.

(1 mark)

3

State **one** reason why an organisation's brand is important.

(1 mark)

4

State **one** purpose of a manifest document.

(1 mark)

5

State **one** role of a freight forwarder.

(1 mark)

6

State **one** reason why electric is the preferred source of power to operate a warehouse.

(1 mark)

7

State **one** way your **employer** ensures the workplace is safe to operate in.

(1 mark)

8

State **one** type of good that **must** be placed in quarantine.

(1 mark)

9

State **one** way you can positively contribute to the environment when packing goods for dispatch.

(1 mark)

10

If you have **not** used a piece of equipment recently, state **one** action you should take.

(1 mark)

11

State **one** benefit of using scanners in a warehouse.

(1 mark)

12

Name **one** piece of equipment covered by the Provision and Use of Work Equipment Regulations 1998 (PUWER).

(1 mark)

13

State **one** way of providing excellent customer service.

(1 mark)

14

When planning to operate a pallet truck for the purpose of manoeuvring a load throughout the warehouse, what **must** you do **first**?

(1 mark)

15

You are required to lift a load with a colleague (2 person lift). State **two** ways you would prepare for the lift.

(2 marks)

16

You realise you have made an error in picking and packing some orders. These orders are urgent and must go out today. State **two** actions you should take.

(2 marks)

Your manager has asked you to send an urgent and important message to a customer. State **two** ways you could do this.

(2 marks)

# Level 2

## **Highfield Qualifications**

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