

Paper Code: M-EPA-SCORO2002

Level 2

Supply Chain Operator – Removals Operative EPA Mock Knowledge & Behaviours Test

Information for registered Centres

The seal on this examination paper must only be broken by the learner at the time of the examination.
Under no circumstances should a learner 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 **24 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

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

Learner declaration

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

1

State **two** factors you should consider when planning a removals job.

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(2 marks)

2

State **one** of the most appropriate packaging materials to use for packing a fragile vase.

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(1 mark)

3

State **one** of the most appropriate packaging materials to use for the movement of a small chest of drawers.

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(1 mark)

4

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

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(1 mark)

5

You find a fault when using a sack barrow, state **one** initial action you must take.

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(1 mark)

6

Give **one** example of a piece of furniture that should be dismantled before moving.

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(1 mark)

7

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

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(1 mark)

8

Give **one** correct manual handling technique to use to avoid injury when moving a heavy box.

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(1 mark)

9

State **one** important use of an inventory.

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(1 mark)

10

An antique item has broken while being moved. State **two** actions you must take.

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(2 marks)

11

A customer approaches you with a request during a busy removal that had **not** been mentioned before.
State **one** action you should take.

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(1 mark)

12

You are using a SatNav and it loses signal. State **one** action you should take.

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(1 mark)

13

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

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(1 mark)

14

Give **one** reason why it is important to maintain a good level of fitness to work as a removals operative.

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(1 mark)

15

State **one** of the main functions of warehousing in the supply chain industry.

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(1 mark)

16

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

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(1 mark)

17

Give **one** example of an **internal** customer to your department.

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(1 mark)

18

State **one** benefit of working productively.

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(1 mark)

19

State **one** reason why it is important to use eye contact when speaking to colleagues.

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(1 mark)

20

State **one** way you could achieve one of your personal development goals.

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(1 mark)

21

A colleague you are working with is demonstrating a disregard for your customer's property.

State **two** ways you should deal with the situation.

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(2 marks)

22

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.

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(2 marks)

23

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.

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.....

(2 marks)

Please turn over

24

A team member you work with regularly is struggling with their workload.

State **two** ways you could support your colleague.

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(2 marks)

----- END OF TEST -----

Marker Name	
Total Mark	/30
Overall Pass/Distinction/Fail	

Moderator Name	
Total Mark	/30
Overall Pass/Distinction/Fail	

Level 2

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