

**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 recorded.**

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**

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

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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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