
External Assessment Material – Mock Exam Paper

ST0259 - Supply Chain Warehouse Operative Mark Scheme

Q1 (a) State one precaution required lowering MHE or palletiser forks.		
K1	Answer	Total marks
	<p>1 mark awarded for stating the precaution required lowering MHE or palletiser forks.</p> <p>Areas the candidate may discuss:</p> <ul style="list-style-type: none"> • Ensuring that toes are away from the forks. • Lowering the load slowly, under careful control. <p>(maximum 1 marks)</p>	1 mark

Q2 (a) Identify one example of how using an excessive amount of polystyrene peanuts or bubble wrap impacts on the environment.		
K2	Answer	Total marks
<p>1 mark awarded for identifying one example of how using an excessive amount of polystyrene peanuts or bubble wrap impacts on the environment.</p> <p>Areas the candidate may discuss:</p> <ul style="list-style-type: none"> • Unnecessary waste going to landfill. • Excessive and unnecessary production of polystyrene peanuts/bubble wrap. • Waste products can create toxic chemicals. • Toxic chemicals can cause air pollution and water pollution. • Air pollution can affect birds and wildlife. • Water pollution affects water supplies and ocean life. • It can create more litter, which can attract more vermin. <p>(maximum 1 mark)</p>		1 mark

Q3 (a) State one action a driver can take to help the environment when the truck is stationary in a loading bay.		
K2	Answer	Total marks
<p>1 mark awarded for stating one action a driver can take to help the environment when stationary in a loading bay.</p> <p>Areas the candidate may discuss:</p> <ul style="list-style-type: none"> The driver can turn off the engine. <p>(maximum 1 mark)</p>		1 mark

Q4 (a) Identify the type of fire extinguisher that must be used on an electrical fire.		
K3	Answer	Total marks
1 mark awarded for identifying the type of fire extinguisher that must be used on an electrical fire. Areas the candidate may discuss: <ul style="list-style-type: none"> • CO₂ fire extinguishers. • Dry powder fire extinguishers. (maximum 1 mark)		1 mark

Q5 (a) Identify one type of injury that could be caused by poor manual handling.		
K3	Answer	Total marks
<p>1 mark awarded for identifying one type of injury that could be caused by poor manual handling.</p> <p>Areas the candidate may discuss:</p> <ul style="list-style-type: none"> • Musculoskeletal disorders – joints/bones/muscles. • Back injuries. • Neck injuries. • Shoulder injuries. • Limb, hand and foot injuries. • Sprain and strains. • Lacerations and cuts. • Hernias. <p>(maximum 1 mark)</p>		1 mark

Q6 (a) Describe the purpose of regular stock takes/audits.		
K4	Answer	Total marks
<p>1-3 marks awarded for describing the purpose regular stock takes/audits.</p> <p>Areas the candidate may discuss:</p> <ul style="list-style-type: none"> • Stock takes/audits are carried out to maintain accurate stock levels at all times (1 mark) • Stock takes/audits also identify stock losses (1 mark) • Stock takes/audits identify damaged goods (1 mark) <p>(maximum 3 marks)</p>		3 marks

Q7 (a) Outline the first action to take when manually handling goods.		
K4	Answer	Total marks
1 mark awarded for outlining one of the first actions to take when manually handling goods. Areas the candidate may discuss: <ul style="list-style-type: none"> • Assessing the load. • Planning the lift. • Checking the weight. (maximum 1 mark)		1 mark

Q8 (a) State one piece of data supplied by a bar-code scanner.		
K5	Answer	Total marks
<p>1 mark awarded for stating one piece of data supplied by a bar-code scanner.</p> <p>Areas the candidate may discuss:</p> <ul style="list-style-type: none"> • The name of the product. • The product's description. • The product's price. • The weight of the product. • The expiration date. • The warehouse location of the product. • Instructions for use such as video or images. <p>(maximum 1 mark)</p>		1 mark
Additional guidance	This list is not exhaustive.	

Q9 (a) Identify two benefits to the warehouse for using radio-frequency identification technology (RFID).		
K5	Answer	Total marks
	<p>1-2 marks awarded for identifying up to two benefits to the warehouse for using radio-frequency identification technology (RFID).</p> <p>Areas the candidate may discuss:</p> <ul style="list-style-type: none"> • Warehouses can keep track of inventory in real time. • Warehouses can attach RFID tags to products/packages and monitor the movement of stock. • Warehouses can track the inventory at each stage of the warehouse's operation. • Avoids human error in stock taking. • It streamline's processes. <p>(maximum 2 marks)</p>	2 marks

Q10 (a) State one type of hazardous substance that is covered by COSHH.		
K6	Answer	Total marks
	<p>1 mark awarded for stating one type of hazardous substance that is covered by COSHH.</p> <p>Areas the candidate may discuss:</p> <ul style="list-style-type: none"> • Flammable/highly flammable substances. • Toxic/poisonous/cariogenic/marine pollutant substances. • Explosive substances. • Oxidising/corrosive substances. <p>(maximum 1 mark)</p>	1 mark

Q11 (a) State the person responsible for on-site customers and visitors under the Health and Safety at Work Act.		
K6	Answer	Total marks
<p>1 mark awarded for stating the person responsible for on-site customers and visitors under the Health and Safety at Work Act.</p> <p>Areas the candidate may discuss:</p> <ul style="list-style-type: none"> The employer. <p>(maximum 1 mark)</p>		1 mark

Q12 (a) State one of the main processes in a warehouse.		
K7	Answer	Total marks
1 mark awarded for state one of the main processes in a warehouse. Areas the candidate may discuss: <ul style="list-style-type: none"> • Receiving goods. • Moving, storing and putting goods away. • Picking and packaging goods. • Shipping and despatching goods. (maximum 1 mark)		1 mark
Additional guidance	This list is not exhaustive and other acceptable answers could include labelling goods, quality inspections, stock counts, documentation or other suitable answers.	

Q13 a) State one difference between a Category C and Category C&E licence.		
K7	Answer	Total marks
<p>1 mark awarded for stating the difference between a Category C and Category C&E licence.</p> <p>Areas the candidate may discuss:</p> <ul style="list-style-type: none"> • Cat C licensed driver is covered to drive a vehicle and trailer combination over 3,500 kg but under 32 Tonnes. • Cat C+E licensed driver can operate heavier articulated combinations of up to 44 Tonnes. <p>(maximum 1 mark)</p>		1 mark

Q14 (a) State one reason why customers may complain about the goods they have received.		
K8	Answer	Total marks
	<p>1 mark awarded for stating one reason why customers may complain about the goods they have received.</p> <p>Areas the candidate may discuss:</p> <ul style="list-style-type: none"> • Incorrect quantity of goods. • Incorrect goods delivered. • Damaged goods. • Goods arrived too late. • Poorly presented/packaged goods. <p>(maximum 1 mark)</p>	1 mark

Q15 (a) Describe the purpose of brand vision and mission statements.		
K9	Answer	Total marks
<p>1-2 marks awarded for describing the purpose of brand vision and mission statements.</p> <p>Areas the candidate may discuss:</p> <ul style="list-style-type: none"> • A mission statement describes what the organisation/brand aims to achieve and states how they will achieve it. (1 mark) • A vision statement defines where they want those achievements to lead the organisation/brand to in the future. (1 mark) <p>(maximum 2 marks)</p>		2 marks

Q16 (a) Identify one example of a technological change in the warehousing industry.		
K10	Answer	Total marks
	<p>1 mark awarded for identifying one example of a technological change in the warehousing industry.</p> <p>Areas the candidate may discuss:</p> <ul style="list-style-type: none"> • Digitalisation/automation e.g., automated package tracking systems. • Smart warehousing/artificial intelligence e.g., machine learning equipment/robotization completing tasks previously performed by humans. • Cloud-based operations management. • Smart clothes e.g., smart gloves. <p>(maximum 1 mark)</p>	1 mark

The warehouse manager has been off sick for a few days and the usual fast-paced efficient running of the warehouse has become unorganised. As the most experienced warehouse operative present, you have been tasked to coordinate the team of operatives to ensure that the warehouse completes the backlog of unloading vehicles, the sorting and placing the items correctly and preparing and completing the outstanding warehouse orders for delivery/pickup.

Q17 (a) Outline the actions that the warehouse operative should take in this situation

Behaviour	Indicative Content/Answer	Total marks
Your response should include how you: B1 – demonstrate effective communication. B2 – work effectively in a team.		
Award one mark for each outline, (up to a maximum of four marks for each behaviour), totalling a maximum of eight marks . Areas the candidate may discuss: <ul style="list-style-type: none"> • Establish the team of operatives required and look at the experience and skills/abilities of each team member. (1 mark) (B2) • Gather the operatives together and explain the importance of getting the tasks done and explain what is required of each of them. (1 mark) (B1) • Allocate operatives to each task – unloading the vehicles, sorting, and placing the items correctly and those required to catch up on outstanding/late orders/pick-ups. (1 mark) (B1) • Explain to the team, what your role will be and how you will be assisting in the task too. (1 mark) (B2) • Request help or support needed from team members to help complete the required task, ensuring everyone is aware of their responsibilities and the timeline for completion. (1 mark) (B1) • Allocate tasks according to individual strengths, making sure all colleagues can assist each other if needed. (1 mark) (B2) 		8 Marks

- Check staff working patterns for availability to ensure operatives are available to meet the deadline. **(1 mark) (B2)**
- Ensure communication is clear to every member of the team. **(1 mark) (B1)**
- Make sure operatives are fully briefed before stating the task. **(1 mark) (B2)**
- Ask for/share ideas of ways in which the process could be completed to minimise the impact on the business and ensure the deadline set was achieved. **(1 mark) (B1)**

(maximum 8 marks)

Additional guidance

This list is not exhaustive and other acceptable answers could include labelling goods, quality inspections, stock counts, documentation or other suitable answers.

One of the operatives is not happy taking instructions from a peer and has decided to do their own tasks and not those allocated to them.		
Q17 (b) Outline the actions the warehouse operative should take in this situation		
Behaviour	Indicative Content/Answer	Total marks
Your response should include how you: B3 – demonstrate integrity, credibility, and honesty		
Award one mark for each outline, up to a maximum of four marks.		4 marks
<p>Areas the candidate may discuss:</p> <ul style="list-style-type: none">• Ask to talk to the operative concerned and hold the conversation in a neutral comfortable environment. (1 mark)• Listen to the concerns of the operative and take them seriously. (1 mark)• Address any concerns and respond appropriately. (1 mark)• Make sure the operative is aware of why you have been asked to step into the manager’s role temporarily. (1 mark)• Ask for ideas/share ideas of ways in which the process could be completed easily and as a team. (1 mark)• Respond professionally and politely to the operative to show you have been listening. (1 mark)• Whenever possible look for adaptations that could be made to the tasks that need to be completed to ensure that all colleagues needs are met, as well as the business needs. (1 mark)• Offer to support operatives and work alongside them and to ensure they are aware of what they need to do. (1 mark) <p>(maximum 4 marks)</p>		

Additional Guidance for Markers	The indicative content of the mark scheme is not exhaustive, markers should use professional judgement to award other worthy responses. This may include contextualised examples relating to a warehouse operative.
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