

1

Why should an LGV **not** coast when driving downhill?

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(1 mark)

2

State one reason extra care should be taken when driving at night.

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(1 mark)

3

Why should you **increase** your distance from the vehicle in front when driving in heavy rain?

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(1 mark)

4

What **must** an operative do **before** using a piece of equipment that they have already been trained to use?

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(1 mark)

5

On a vehicle rev counter, what colour section will give **maximum** exhaust braking efficiency?

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(1 mark)

6

How often should the wheel nuts be checked?

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(1 mark)

7

As the driver, you notice there is no height marker in your cab. State what action you should take.

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(1 mark)

8

State one **key** feature of an appropriate place to park your vehicle overnight.

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(1 mark)

9

State the **restrictions** in place on a 'red route'.

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(1 mark)

10

You normally use a 30ft trailer for a particular customer but it is **not** available. You are instead given a 50ft trailer. What should you check **first**?

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(1 mark)

11

You are using a satnav and it loses signal. State the steps you should take.

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(1 mark)

12

The handheld scanner **fails** to scan items. 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 law legislation.

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(1 mark)

14

How many hours of DCPC periodic training **must** a driver complete every 5 years?

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(1 mark)

15

State the **main** function of warehousing in the supply chain industry.

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(1 mark)

16

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

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(1 mark)

17

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

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(1 mark)

18

State how LGV drivers can work in a way that **minimises** their impact on the environment.

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(1 mark)

19

State what you **must** do if you start to become tired while driving on a motorway.

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(1 mark)

20

LEZ regulations may be in force in certain areas. What does LEZ mean?

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(1 mark)

21

You are approaching a cyclist signalling to turn right. What action should you take?

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(1 mark)

22

A load of goods that you have delivered is damaged in transit. State one action you **must** take.

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(1 mark)

23

You arrive at a drop off at a customer's premises when they inform you that they have items to return which are not on your job list.

- a) Give one way you can **establish** a good rapport with the customer while dealing with the situation.
- b) Give one way that you can **maintain** a good rapport with the customer while dealing with the situation.
- c) Give one way that you can **appropriately** deal with the situation.

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(3 marks)

24

Your vehicle is being loaded with a number of pallets of heavy goods by another team member.

Give **three** ways in which you could work together to load the LGV efficiently.

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(3 marks)

25

During transportation you cause minor damage to a parked vehicle. The owner is not with the vehicle and there are no CCTV cameras.

Describe **two** actions that you should carry out.

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(2 marks)

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	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	TOTAL
Mark(s) available	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	3	3	2	30
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Marker signature	
Date	

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