Level 2 Large Goods Vehicle (LGV) Driver

EPA-Kit

Knowledge & Behaviours Test
Mock Assessment Materials and Mark Schemes
Mock Assessment Documentation

The following pages contain documentation that may be used for employer/training providers to carry out ‘mock’ assessments for the Knowledge & Behaviours Test.
LGV Driver
EPA Mock Knowledge and 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 25 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)  
Last Name  
Date of Birth (8 digits)  
D  D  M  Y  Y  Y  Y  
HABC Learner ID  
Approved Centre Number (5 digits)  
Is this a resit examination?  YES  NO  
Examination Date (8 digits)  
D  D  M  M  Y  Y  Y  Y  
Examination Start Time (24 hour clock)  
H  H  M  M  M  M  M  M  
Examination Finish Time (24 hour clock)  
H  H  M  M  M  M  M  M  
Nominated Tutor Number (5 digits)  

Learner declaration
I confirm:
• 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.  

Learner signature:
1

State **one** of the main reasons why an LGV should **not** coast when driving downhill.

(1 mark)

2

State **one** of the reasons why extra care should be taken when driving at night.

(1 mark)

3

Give **one** reason why you should **increase** your distance from the vehicle in front, when driving in heavy rain.

(1 mark)

4

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

(1 mark)
5

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

(1 mark)

6

How often should the wheel nuts be checked?

(1 mark)

7

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

(1 mark)

8

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

(1 mark)
9 State one of the main restrictions in place on a ‘red route’.

(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. Give one factor you should check first.

(1 mark)

11 You are using a SatNav and it loses signal. Give one action you should take.

(1 mark)

12 The hand-held scanner fails to scan items. State one action you should take.

(1 mark)
13
State one of the main responsibilities of an employee under health and safety legislation.

(1 mark)

14
How many hours of DCPC (Driver Certificate of Professional Competence) periodic training must a driver complete every 5 years?

(1 mark)

15
State one of the main functions of warehousing in the supply chain industry.

(1 mark)

16
State one benefit of providing excellent customer service.

(1 mark)
17

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

(1 mark)

18

State one of the ways LGV drivers can work that minimises their impact on the environment.

(1 mark)

19

State one action you must do if you start to become tired while driving on a motorway.

(1 mark)

20

LEZ regulations may be in force in certain areas, what does LEZ mean?

(1 mark)
21

You are approaching a cyclist signaling to turn right. Give one action you should take.

(1 mark)

22

You have delivered a load that has been damaged in transit. State one action you must take.

(1 mark)

23

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

a) State one way you can establish a good rapport with the customer while dealing with the situation.

b) State one way that you can maintain a good rapport with the customer while dealing with the situation.

c) State one way that you can appropriately deal with the situation.

(3 marks)
24.

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

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

(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.

(2 marks)
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M-EPA-LGV2002 – Exemplar Answers

This document contains exemplar answers that show the level of depth and breadth required to answer each of the questions to gain full marks in the mock test. As a rule, learners should provide one key point for each mark required within the question.

Important information for Centres:

• A mark scheme for an open-response exam is kept under constant review and is updated by the chief examiner as and when markers find alternative acceptable answers that should be included

• For all questions, alternative correct answers will be accepted and awarded marks

1) State one of the main reasons why an LGV should not coast when driving downhill.

It could affect the air brakes:

*K1 - Safe and controlled driving techniques relating to the Large Goods Vehicle*

2) State one of the reasons why extra care should be taken when driving at night.

Visibility is reduced:

*K1 - Safe and controlled driving techniques relating to the Large Goods Vehicle*

3) Give one reason why you should increase your distance from the vehicle in front, when driving in heavy rain.

Because stopping distances are increased:

*K1 - Safe and controlled driving techniques relating to the Large Goods Vehicle*

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

An operative must undertake pre-use checks to ensure the equipment is safe to use:

*K2 - Safe use of equipment and machinery*
5) On a vehicle rev counter, what colour section will give maximum exhaust braking efficiency? (1 mark)

Blue:

*K2 - Safe use of equipment and machinery*

6) How often should the wheel nuts be checked? (1 mark)

Before starting any journey:

*K3 - How to prepare a vehicle for driving*

7) As the driver, you notice there is no height marker in your cab. State one action you should take. (1 mark)

If the vehicle is over 10ft you must report this to a supervisor and arrange to have a sign fitted before moving off:

*K3 - How to prepare a vehicle for driving*

8) State one key feature of an appropriate place to park your vehicle overnight. (1 mark)

The vehicle is in a well-lit secure parking area:

*K4 - How to protect the vehicle and load*

9) State one of the main restrictions in place on a ‘red route’. (1 mark)

You cannot stop anywhere at any time:

*K5 - How to plan for a journey and delivery*

10) You normally use a 30ft trailer for a particular customer but it is not available, you are instead given a 50ft trailer. Give one factor you should check first. (1 mark)

That it is suitable for the customers site:

*K5 - How to plan for a journey and delivery*
11) You are using a SatNav and it loses signal. Give one action you should take. (1 mark)

Stop in a safe place and re-route manually:

K6 - How to use relevant technology

12) The hand-held scanner fails to scan items. State one action you should take. (1 mark)

Reboot the scanner and if it fails again, contact the depot:

K7 - How to use relevant IT applications

13) State one of the main responsibilities of an employee under health and safety legislation. (1 mark)

To wear the appropriate PPE for the task in hand and the environment the employee is working in:

K8 - Relevant regulation and legislation governing the Supply Chain Industry

14) How many hours of DCPC (Driver Certificate of Professional Competence) periodic training must a driver complete every 5 years? (1 mark)

35 hours:

K8 - Relevant regulation and legislation governing the Supply Chain Industry

15) State one of the main functions of warehousing in the supply chain industry. (1 mark)

To receive, store and dispatch goods to customers:

K9 - The structure of the industry

16) State one benefit of providing excellent customer service. (1 mark)

It can lead to a good reputation for the company and consequentially an increase in customers and sales:

K10 - The importance of delivering excellent customer service
17) State one way to keep up to date with new technology.

(1 mark)

Attending any training updates:

K11 – Understand proposed and actual changes to systems, processes and technology

18) State one of the ways LGV drivers can work that minimises their impact on the environment.

(1 mark)

Drive in a smooth controlled manner, avoiding harsh acceleration and braking:

K12 - The environmental impact of the industry and how it can be minimised

19) State one action you must do if you start to become tired while driving on a motorway.

(1 mark)

Stop in the nearest safe location:

K13 - The implications their role may have on their health and actions that can be taken

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

(1 mark)

Low Emission Zone:

K14 - The implications of city restrictions

21) You are approaching a cyclist signaling to turn right. Give one action should you take.

(1 mark)

Slow down and allow the cyclist to turn:

K15 - How to drive alongside vulnerable road users

22) You have delivered a load that has been damaged in transit. State one action you must take.

(1 mark)

Find out and discover the quantity that are affected/damaged:

K16 - How to process returned and rejected goods
23) You arrive at the drop off point on a customer’s premises, they inform you that they have items to return which are not on your job list.

a) State one way you can establish a good rapport with the customer while dealing with the situation.

b) State one way that you can maintain a good rapport with the customer while dealing with the situation.

c) State one way that you can appropriately deal with the situation. (3 marks)

| a) | You can establish a good rapport with the customer by listening to them. |
| b) | You can maintain this rapport by being polite and communicating a solution to the customer. |
| c) | You can appropriately deal with the situation by contacting your traffic office to come to a solution: |

B1 - Establish a good rapport with customers and colleagues
B4 - Demonstrate a positive and professional attitude
B5 - Demonstrate willingness to accept change
B6 - Demonstrate effective communication

24) Your vehicle is being loaded with a number of ‘heavy goods pallets’ by another team member. Give three ways in which you could work together to load the LGV efficiently. (3 marks)

1. Communicate with each other and make sure everyone understands their role.
2. Follow the company health and safety procedures.
3. If you have any concerns, contact your supervisor/traffic office:

B1 - Establish a good rapport with customers and colleagues
B2 - Work effectively in a team
B6 - Demonstrate effective communication

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. (2 marks)

1. If you’re unable to locate the owner to swap contact details, leave contact details of your office under the windscreen wiper.
2. Take photos of the vehicle and the area the accident occurred:

B3 - Demonstrate integrity, credibility and honesty