

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.

(1 mark)

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.

(1 mark)

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.

(1 mark)

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.

(1 mark)

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