



Pearson BTEC Level 2 Technical Certificate for Warehouse Operatives

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Sample Assessment Materials

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BTEC L2 Technical Certificate

Unit 1: Warehousing and the Supply Chain Industry

Information for candidates

Instructions

- Answer all questions.
- An onscreen notepad is provided for you to make notes during the test. These notes will not be marked.
- An onscreen calculator is provided for questions which require calculation.
- An accessibility panel is provided on every screen. This allows you to magnify your screen and apply a range of colour filters

Information

- The assessment is **1 hour 15 minutes** in duration.
- The **total mark** for this test is **60**.
- The number of marks for each question is shown in brackets e.g. (2). Use this as a guide as to how much time to spend on each question.

Advice

- Read each question carefully before you start to answer it.
- Keep an eye on the time.
- Try to answer every question.
- Check your answers if you have time at the end.

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Start Test

Test Player Preview

Which of these describes freight forwarding? (1)

Select **one** option.

- The transportation of goods is audited by an agent
- Goods are quality checked by an agent
- The transportation of goods is organised by an agent
- Goods are investigated by an agent

◀ Previous | 1 / 25 | Next ▶ | ⌚ 00:45 | Marks | Save

Test Player Preview

Which of these describes a cross-dock facility? (1)

Select **one** option.

- A warehouse where stock is received then immediately put into storage
- A warehouse where stock is received then immediately despatched
- A warehouse where long-term stored stock is despatched to a wholesaler
- A warehouse where short-term stock is returned to the manufacturer

ⓘ ? 📄 🚩 ◀ Previous 2 / 25 Next ▶ ⌚ 00:45 Marks Save

Test Player Preview

A warehouse operative is working in a walk in freezer

Which of these are essential for a warehouse operative to know as safe practice? (2)

Select **two** options.

- The time of the next delivery
- The sound of the end-of-shift alarm
- The location of the door-release device
- How to activate the trapped-person alarm
- How to correctly use scanning equipment

ⓘ ? 📄 🚩 ◀ Previous 3 / 25 Next ▶ ⌚ 00:45 Marks Save

Test Player Preview

State **two** responsibilities of the shift manager in a warehouse. (2)

Type your answers in the boxes.

⊕ ? 📄 🚩 ◀ Previous 4 / 25 Next ▶ ⌚ 00:45 Marks Save

Test Player Preview

A warehouse needs to ensure the security of stock information.

State **one** method that the warehouse operative can use to do this. (1)

Type your answer in the box.

ⓘ ? 📄 🚩 ◀ Previous 5 / 25 Next ▶ ⌚ 00:45 Marks Save

Test Player Preview

A pallet of tools needs to be moved from one storage location to another in a warehouse.

State **two** safety checks that should be made before the tools are moved. (2)

Type your answer in the boxes.

Test Player Preview

State the correct type of heavy goods vehicle trailer to transport each type of product. (2)

Type your answer in the boxes.

A large farm tractor.

A large consignment of timber.

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Test Player Preview

Which **two** of these are the responsibility of a warehouse operative using packaging machinery under the Health and Safety at Work Act? (2)

Select **two** options.

- Repair faulty packaging equipment
- Check sell by dates
- Follow risk assessments
- Give safety training
- Wear provided protective equipment

ⓘ ? 📄 🚩 ◀ Previous 8 / 25 Next ▶ ⌚ 00:45 Marks Save

Test Player Preview

Match the situation to the correct method of securing goods. (2)

Click on each situation and then the correct method of securing.

Situation	Method of securing
Timber and metal used to reduce the movement of cargo	Lashing
Straps used to reduce the movement of cargo	Sheeting
	Blocking
	Dunnage
	Wrapping

Navigation: Previous 9 / 25 Next 00:45 Marks Save

Test Player Preview

A warehouse operative is receiving high value goods from a delivery.

State **two** security checks that the warehouse operative should make. (2)

Type your answer in the boxes.

Test Player Preview

State one role of an unloader working in a warehouse. (1)

Type your answer in the box.

◁ Previous 11 / 25 Next ▷ 00:45 Marks Save

Test Player Preview

A forklift driver needs to transfer a load onto racking. He has checked the load is safe and secure.

State **one** more safety check the forklift driver needs to make before transferring the load. (1)

Type your answer in the box.

◁ Previous 12 / 25 Next ▷ 00:45 Marks Save

Test Player Preview

A customer wants to return an item three weeks after purchasing it from an internet sales company.

Explain **two** reasons why the customer is entitled to a full refund. (4)

Type your answer in the boxes.

Reason 1

Reason 2

⊕ ? ↵ 🚩 ◀ Previous 13 / 25 Next ▶ ⌚ 00:45 Marks Save

Test Player Preview

A warehouse operative needs to move a pallet of bottles of hazardous chemicals.

The operative is already wearing a hard hat and a high-visibility jacket.

State **one** additional item of PPE that the warehouse operative should wear to move the hazardous chemicals. (1)

Type your answers in the box.

ⓘ ? 📄 🚩 ◀ Previous 14 / 25 Next ▶ ⌚ 00:45 Marks Save

Test Player Preview

State **two** consequences for an employer if a warehouse operative is injured as a result of PPE not being available. (2)

Type your answer in the boxes.



◀ Previous

15 / 25

Next ▶



00:45

Marks

Save

Test Player Preview

A forklift driver is loading six pallets of full gas cylinders onto a delivery vehicle using a forklift truck.
They must wear PPE to comply with the Control of Substances Hazardous to Health (COSHH) Regulations 2002.

Explain **two** other COSHH control measures the forklift driver should apply to ensure safety. (4)

Type your answer in the boxes.

ⓘ ? 📄 🚩 ◀ Previous 16 / 25 Next ▶ ⌚ 00:45 Marks Save

Test Player Preview

Scenario A

Sam works in a large warehouse that handles car parts.

He is responsible for moving goods from one storage area to another.

Sam often has to move pallets of car batteries and is responsible for stacking empty pallets after use.

State the correct equipment to use for moving the pallets of car batteries. (1)

Type your answer in the box.

ⓘ ? 📄 🚩 ◀ Previous 17 / 25 Next ▶ ⌚ 00:45 Marks Save

Test Player Preview

Scenario A

Sam works in a large warehouse that handles car parts.

He is responsible for moving goods from one storage area to another.

Sam often has to move pallets of car batteries and is responsible for stacking empty pallets after use.

After moving the batteries Sam takes the empty pallet to storage. He finds a tall and uneven stack of pallets.

One consequence of unevenly stacked pallets is that someone could get hurt.

Explain **one** other consequence for the warehouse of incorrectly stacked pallets. (2)

Type your answer in the box.

◀ Previous 18 / 25 Next ▶ ⌚ 00:45 Marks Save

Test Player Preview

Scenario A

Sam works in a large warehouse that handles car parts.

He is responsible for moving goods from one storage area to another.

Sam often has to move pallets of car batteries and is responsible for stacking empty pallets after use.

Sam has been asked to use equipment to lift a delivery of car parts.

Explain **two** actions Sam must take to comply with Lifting Operations and Lifting Equipment Regulations (LOLER). (4)

Type your answer in the boxes.

[Empty text box]

[Empty text box]

ⓘ ? 📄 🚩 ⏪ Previous 19 / 25 Next ⏩ ⌚ 00:45 Marks Save

Test Player Preview

Scenario A

Sam works in a large warehouse that handles car parts.

He is responsible for moving goods from one storage area to another.

Sam often has to move pallets of car batteries and is responsible for stacking empty pallets after use.

While dealing with the delivery, Sam accidentally causes a serious injury to a colleague, breaking his arm.

Explain **two** actions that the company must follow in line with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR). (4)

Type your answer in the boxes.

⏪ Previous 20 / 25 Next ⏩ ⌚ 00:45 Marks Save

Test Player Preview

Scenario B

Ali works for a large warehouse that handles high value goods, which are stored in two separate areas.

The warehouse stores most goods for a long period of time.

The warehouse employs 12 members of staff working different shifts.

There have been thefts at the warehouses but with no physical damage or obvious signs of break in.

The warehouse is looking to upgrade its security measures.

State **two** possible consequences to the company of these thefts. (2)

Type your answer in the boxes.



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Next ▶



00:45

Marks

Save

Test Player Preview

Scenario B

Ali works for a large warehouse that handles high value goods, which are stored in two separate areas.

The warehouse stores most goods for a long period of time.

The warehouse employs 12 members of staff working different shifts.

There have been thefts at the warehouses but with no physical damage or obvious signs of break in.

The warehouse is looking to upgrade its security measures.

The warehouse wants to introduce search procedures, new security fencing and CCTV installation

Evaluate the impact of introducing the proposed security measures. (6)

Type your answer in the box.

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Test Player Preview

Scenario C

A supermarket distribution centre handles a variety of goods, including frozen fish.

Several trays of frozen fish have been left in the receiving bay at midday.

There are not enough warehouse operatives to move the goods into storage until the afternoon shift and it is now defrosted.

The fish should have been moved to cold storage immediately.

State **one** other action that should be carried out when receiving frozen goods into a distribution centre. (1)

Type your answer in the box.

ⓘ ? 📄 🚩 ◀ Previous 23 / 25 Next ▶ ⌚ 00:45 Marks Save

Test Player Preview

Scenario C

A supermarket distribution centre handles a variety of goods, including frozen fish.

Several trays of frozen fish have been left in the receiving bay at midday.

There are not enough warehouse operatives to move the goods into storage until the afternoon shift and it is now defrosted.

Deliveries continue to arrive at the warehouse.

Explain **two** ways the defrosted fish in the receiving bay may affect on these deliveries. (4)

Type your answer in the boxes.

[Empty text box]

[Empty text box]

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Test Player Preview

Scenario C

A supermarket distribution centre handles a variety of goods, including frozen fish.

Several trays of frozen fish have been left in the receiving bay at midday.

There are not enough warehouse operatives to move the goods into storage until the afternoon shift and it is now defrosted.

The afternoon shift staff moved the fish into frozen storage without reporting the issue.

The frozen fish has now been moved on through the supply chain to 35 supermarkets.

Discuss the implications to different parts of the supply chain. (6)

In your answer include the distribution centre, supermarkets and end customers.

Type your answer in the box.

ⓘ ? 📄 🚩 ◀ Previous 25 / 25 Next ▶ ⌚ 00:45 Marks Save

Unit 1: Warehousing and the Supply Chain Industry – sample mark scheme

General marking guidance

- All learners must receive the same treatment. Examiners must mark the first learner in exactly the same way as they mark the last.
- Mark schemes should be applied positively. Learners must be rewarded for what they have shown they can do rather than be penalised for omissions.
- Examiners should mark according to the mark scheme, not according to their perception of where the grade boundaries may lie.
- All marks on the mark scheme should be used appropriately.
- All the marks on the mark scheme are designed to be awarded. Examiners should always award full marks if deserved, i.e. if the answer matches the mark scheme. Examiners should be prepared to award zero marks if the learner's response is not worthy of credit, according to the mark scheme.
- Where some judgement is required, mark schemes will provide the principles by which marks will be awarded and exemplification may be limited.
- When examiners are in doubt regarding the application of the mark scheme to a learner's response, the team leader must be consulted.
- Crossed-out work should be marked UNLESS the learner has replaced it with an alternative response.

Specific marking guidance for levels-based mark schemes*

Levels-based mark schemes (LBMS) have been designed to assess learners' work holistically. They consist of two parts: indicative content and levels-based descriptors. Indicative content reflects specific content-related points that learners might make. Levels-based descriptors articulate the skills that learners are likely to demonstrate in relation to the skills being assessed in the question. The levels represent the progression of these skills.

When using a levels-based mark scheme, the 'best fit' approach should be used.

- Examiners should first make a holistic judgement on which band most closely matches learners' response and place it within that band. Learners will be placed in the band that best describes their answer.
- The mark awarded within the band will be decided based on the quality of the answer in response to the level descriptor, and will be modified according to how securely all traits are displayed at that band.

Section A

Question number	Answer	Mark
1	The transportation of goods is organised by an agent	(1)

Question number	Answer	Mark
2	A warehouse where stock is received and immediately despatched	(1)

Question number	Answer	Mark
3	<p>Award one mark for each correct answer</p> <ul style="list-style-type: none"> • The location of the door-release device (1) • How to the activate trapped-person alarm (1) <p>Accept any other reasonable response.</p>	(2)

Question number	Answer	Mark
4	<p>Award one mark for each correct answer</p> <ul style="list-style-type: none"> • Manage specific teams in a given time period(1) • Ensures sufficient staff are available for shifts(1) • Communicates requests from operations manager(1) <p>Accept any other reasonable response.</p>	(2)

Question number	Answer	Mark
5	<p>Award one mark for stating the method to ensure the security of the stock information. Award a maximum of one mark</p> <ul style="list-style-type: none"> • password protection(1) • access codes(1) • restricting access(1) • encryption of files(1) • Lockable information storage(1) <p>Accept any other reasonable response.</p>	(1)

Question number	Answer	Mark
6	<p>Award one mark for stating what should be done to ensure the tools are safe to be moved. Award a maximum of two marks</p> <ul style="list-style-type: none"> • the tools are stacked correctly(1) • the pallet is evenly loaded(1) • Check the pallet for damage(1) <p>Accept any other reasonable response.</p>	(2)

Question number	Answer	Mark
7	<p>Award one mark for each correct answer</p> <p>A large farm tractor</p> <ul style="list-style-type: none"> • Low loader trailer(1) <p>A large consignment of timber</p> <ul style="list-style-type: none"> • Flat bed trailer(1) 	(2)

Question number	Answer	Mark
8	<p>Award one mark for each correct answer</p> <ul style="list-style-type: none"> • Wear provided protective equipment(1) • Follow risk assessments(1) 	(2)

Question number	Answer	Mark	
9	Award one mark for each correct answer		(2)
	Timber and metal are used to reduce the movement of cargo	Dunnage	
	Straps are used to reduce the movement of cargo	Lashing	

Question number	Answer	Mark
10	<p>Award one mark for each correct answer</p> <ul style="list-style-type: none"> • Check that seal is in place / not been tampered with • Ensure goods match the information on documentation <p>Accept any other reasonable response.</p>	(2)

Question number	Answer	Mark
11	<p>Award 1 mark for: Moving stock from delivery vehicles</p> <ul style="list-style-type: none"> • Unloads vehicles(1) • Breaks down pallets(1) <p>Accept any other reasonable response.</p>	(1)

Question number	Answer	Mark
12	<p>Award one mark for stating what the forklift driver needs to check before transferring the load. Award a maximum of one mark</p> <ul style="list-style-type: none"> • check the max load notice(1) • check that the racking is clear(1) • check that the equipment is working safely(1) • check that no pedestrians are in the way(1) • check the safety notices(1) <p>Accept any other reasonable response.</p>	(1)

Question number	Answer	Mark
13	<p>Award one mark for correct identification of consumer right allowing a refund and one mark for linked explanation justifying the answer up to a maximum of two marks each</p> <ul style="list-style-type: none"> • All products/goods can be returned if they are not of satisfactory quality (1) this would be products/good that are damaged or not working (1) • All products/goods can be returned if they are not fit for purpose (1) they should be able to do what they were designed for (1) • All products/goods can be returned if they are not as described (1) if they do not match the description given when bought (1) • Products that are within the warranty period or covered by other company policies and procedures can be returned (1) they are covered under a contract between the company and customer (1) <p>Accept any other appropriate response.</p>	(4)

Question number	Answer	Mark
14	<p>Award one mark for stating additional item of PPE that the warehouse operative must wear to move the hazardous chemicals. Award a maximum of one mark</p> <ul style="list-style-type: none"> • protective footwear(1) • gloves(1) • overalls(1) • eye protection(1). <p>Accept any other reasonable response.</p>	(1)

Question number	Answer	Mark
15	<p>Award one mark for each consequences stated for the employer if the warehouse operative is injured through insufficient PPE. Award a maximum of two marks</p> <ul style="list-style-type: none"> • fines for breaching legislation (1) • employee sues (1) • compensation (1) • prosecuted for breaching legislation (1) • damage to reputation of organisation (1) • loss of working time (1). <p>Accept any other reasonable response. Accept named pieces of legislation.</p>	(2)

Question number	Answer	Mark
16	<p>Award one mark for identifying a Control of Substances Hazardous to Health (COSHH) Regulations 2002 control measure and one mark for justifying how it will promote safety, up to a maximum of two marks each.</p> <ul style="list-style-type: none"> • Check that only authorised people are within restricted area when loading (1) to minimise the risk (1). • Check that none of the cylinders are damaged (1) because they could leak (1). • Check that there is adequate ventilation/extraction (1) to ensure leaks of gas do not build up (1). <p>Accept any other reasonable response.</p>	(4)

Section B

Question number	Answer	Mark
17	<p>Award one mark for any of the following:</p> <ul style="list-style-type: none"> • Fork lift (1) • Pump truck (1) <p>Accept any other reasonable response.</p>	(1)

Question number	Answer	Mark
18	<p>Award one mark for identifying a consequence for the warehouse and one mark for explanation, up to a maximum of two marks.</p> <ul style="list-style-type: none"> • Working time lost (1) due to time taken restacking/finding space to fit goods and pallets (1). • Stock could be damaged (1) which means that it cannot be sold/the warehouse loses money (1) • Damaged pallets (1) cost of replacement(1) <p>Accept any other reasonable response.</p>	(2)

	Answer	Mark
19	<p>Award one mark for identifying an appropriate Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) check and one mark for explanation of why it must be done, up to a maximum of two marks for each</p> <ul style="list-style-type: none"> • Record checks (1) so there is a record of checks to confirm checks have been done/in preparation for audit/inspection (1) • Do pre-use checks (1) so the machine is well maintained/in good working order/safe to use (1) • Sam must insure the vehicle is fit for purpose (1) the right vehicle for the job (1) <p>Accept any other reasonable response.</p>	(4)

Question number	Answer	Mark
20	<p>Award one mark for identifying an action required by the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) and one mark for justifying why it must be done, up to a maximum of two marks each.</p> <ul style="list-style-type: none"> • It has to be recorded in accident book (1) so that there is an account/audit trail of the incident for company/HSE reporting (1). • It is reported to the Health and Safety Executive (HSE) • so that the incident can be investigated/because a broken arm is categorised as a reportable injury (1) • The company has to investigate the accident (1) to review procedures to prevent re-occurrence (1) <p>Accept any other reasonable response.</p>	(4)

Question number	Answer	Mark
21	<p>Award one mark for each possible consequences to the company of theft up to a maximum of two marks</p> <ul style="list-style-type: none"> • Loss of stock • Loss of revenue • Loss of confidence from stakeholders • Loss of future business • Cost of re-stock • Cost of compensation <p>Accept any other reasonable response.</p>	(2)

Question number	Answer	Mark
22	<p>The indicative content below is not prescriptive and candidates are not required to include all of it. Other relevant material not suggested below must also be credited. Relevant points may include the following.</p> <p>Search Procedures</p> <p>Advantages</p> <ul style="list-style-type: none"> • Low cost • Keeps staff/visitors honest • Can be used for staff, visitors, management, contractors including stock and waste <p>Disadvantages</p> <ul style="list-style-type: none"> • Difficult to ensure fairness • Accusations of harassment • Misunderstandings • Negative effect on staff moral • Effects on the supply chain customers • Change to procedures <p>Security Fencing</p> <p>Advantages</p> <ul style="list-style-type: none"> • Deterrent to external theft • Deterrent to internal theft (goods leaving building during breaks etc) • Makes organisation appear more security conscious • Makes staff feel safer <p>Disadvantages</p> <ul style="list-style-type: none"> • High cost • Can make premises look less attractive • Might not suit company image • Customer access <p>CCTV</p> <p>Advantages</p> <ul style="list-style-type: none"> • Deterrent to internal and external theft • Makes staff feel safer • Record of incidents for investigation • Customers more likely to use facility <p>Disadvantages</p> <ul style="list-style-type: none"> • High cost • Makes staff feel uncomfortable • Effects on moral • Normally only effective for known crime(not continuously monitored, retrospective) 	(6)

Mark scheme (award up to 6 marks) please see the earlier guidance on how to apply levels-based mark schemes*

Level	Mark	Descriptor
	0	No rewardable material.
1	1–2	<ul style="list-style-type: none"> • Demonstrates isolated elements of knowledge and understanding, there will be major gaps or omissions • Few of the points made will be relevant to the context in the question • Limited evaluation which contains generic assertions leading to a conclusion that is superficial or unsupported
2	3–4	<ul style="list-style-type: none"> • Demonstrates some accurate knowledge and understanding, with only minor gaps or omissions • Some of the points made will be relevant to the context in the question, but the link will not always be clear • Displays a partially developed evaluation which considers some different competing points, although not always in detail, leading to a conclusion which is partially supported
3	5–6	<ul style="list-style-type: none"> • Demonstrates mostly accurate and thorough/detailed knowledge and understanding • Most of the points made will be relevant to the context in the question, and there will be clear links • Displays a well-developed and logical evaluation which clearly considers different aspects and competing points in detail, leading to a conclusion that is fully supported

Question number	Answer	Mark
23	<p>Award one mark for other action that should be carried out when receiving frozen fish into a distribution centre. Award a maximum of one mark</p> <ul style="list-style-type: none"> • check it for condition(1)/damage(1)/contamination(1)/temperature (1) • check it matches documentation(1) • handled correctly using personal protective equipment (PPE)(1). <p>Accept any other reasonable response.</p>	(1)

Question number	Answer	Mark
24	<p>Award one mark for identifying an impact on incoming deliveries and one mark for explanation of the impact, up to a maximum of two marks each.</p> <ul style="list-style-type: none"> • Possible cross-contamination with newly-delivered stock (1), leading to further food wastage/loss of stock (1). • Incoming deliveries on this receiving bay may be delayed • while dealing with the clean-up/which could lead to food wastage for other temperature-controlled stock (1). • Lorries can't unload on time (1) due to staff being reallocated causing delays in the supply chain (1). 	(4)

Question number	Answer	Mark
25	<p>Indicative content guidance</p> <p>The indicative content below is not prescriptive and candidates are not required to include all of it. Other relevant material not suggested below must also be credited. Relevant points may include the following.</p> <p>Supplier</p> <ul style="list-style-type: none"> • Possible damage to reputation if they are associated with bad stock • Loss of trust in the distribution centre's ability to receive and manage stock <p>Distribution Centre</p> <ul style="list-style-type: none"> • Legal implications if bad stock is passed on to supermarket (e.g. fines under the General Food Regulations 2004/Food Safety Act 1990) • Legal implications if end consumers become ill and contact environmental health/Food Standards Agency • Time lost, if the incident needs to be investigated • Cost and stock implications of destroying fish • Loss of jobs due to lost customers and confidence Supermarket • Cost implication of lost stock. • Stock loss if spoiled fish is discovered, resulting in food wastage • Poor reputation with fish counter resulting in lost sales • Legal implications if spoiled fish is sold, making consumers ill • Bad reputation – customers may blame the supermarket, they are the component in the supply chain that customers interact with. • Loss of trust in distribution centre leading to additional checks/cost • Loss of jobs <p>End consumer</p> <ul style="list-style-type: none"> • Risk of food poisoning • Risk of death • Loss of trust in distribution centre • Loss of trust in other parts of the supply chain, including supplier and supermarket, even if they were not directly responsible. 	(6)

Mark scheme (award up to 6 marks) please see the earlier guidance on how to apply levels-based mark schemes*

Level	Mark	Descriptor
	0	No rewardable material.
1	1–2	<ul style="list-style-type: none"> • Demonstrates isolated elements of knowledge and understanding, there will be major gaps or omissions • Few of the points made will be relevant to the context in the question • Limited discussion which contains generic assertions rather than considering different aspects and the relationship between them
2	3–4	<ul style="list-style-type: none"> • Demonstrates some accurate knowledge and understanding, with only minor gaps or omissions • Some of the points made will be relevant to the context in the question, but the link will not always be clear • Displays a partially developed discussion which considers some different aspects and some consideration of how they interrelate, but not always in a sustained way
3	5–6	<ul style="list-style-type: none"> • Demonstrates mostly accurate and detailed knowledge and understanding • Most of the points made will be relevant to the context in the question, and there will be clear links • Displays a well-developed and logical discussion which clearly considers a range of different aspects and considers how they interrelate, in a sustained way

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