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# External Assessment Material – Exemplar Paper

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## **ST0258 - Supply Chain Operator - Removals Operative Marking Guide**

Q1 (a) <b>Outline</b> why the quantity and type of goods are key factors to consider when planning a removals job.		
K1	Answer	Total marks
<p><b>1 mark awarded for outlining</b> why the quantity and type of goods are key factors to consider when planning a removals job.</p> <p><b>Areas the candidate may discuss:</b></p> <ul style="list-style-type: none"> <li>• Size of truck required.</li> <li>• Number of staff required.</li> <li>• Insurance costs.</li> <li>• PPE required.</li> <li>• MHE required.</li> <li>• Strapping required/other securing materials required.</li> </ul> <p><b>(maximum 1 marks)</b></p>		<b>1 mark</b>

Q2 (a) Outline one factor to consider when packing very large mirrors.		
K2	Answer	Total marks
	<p><b>1 mark awarded for outlining</b> the factors to consider when packing very large mirrors.</p> <p><b>Areas the candidate may discuss:</b></p> <ul style="list-style-type: none"> <li>• Use corner protectors.</li> <li>• Create a protective shield.</li> <li>• Carefully wrap the mirror.</li> <li>• Use additional padding.</li> </ul> <p><b>(maximum 1 mark)</b></p>	<p><b>1 mark</b></p>

Q3 (a) State the packaging materials that should be used to protect high value fragile vases.		
K3	Answer	Total marks
<p><b>1 mark awarded for stating</b> the packaging materials that should be used to protect high value fragile vases.</p> <p><b>Areas the candidate may discuss:</b></p> <ul style="list-style-type: none"> <li>• Shredded cardboard.</li> <li>• Bubble wrap.</li> <li>• Cushioning materials.</li> <li>• Polystyrene peanuts.</li> <li>• Blankets.</li> </ul> <p><b>(maximum 1 mark)</b></p>		1 mark

Q4 (a) <b>State</b> why it is important to consider the weight of an item when you are planning to pack and move it.		
K4	Answer	Total marks
	<p><b>1 mark awarded</b> for <b>stating</b> why it is important to consider the weight of an item when you are planning to pack and move it.</p> <p><b>Areas the candidate may discuss:</b></p> <ul style="list-style-type: none"><li>• To prevent injury to self and others.</li><li>• To ensure enough team members are available to help lift heavy items.</li><li>• To ensure packaging is secure/strong enough for the weight of the item.</li><li>• To ensure you have the correct equipment to move the item safely.</li></ul> <p><b>(maximum 1 mark)</b></p>	<b>1 mark</b>

Q5 (a) <b>Outline</b> how to use lifting equipment safely when transporting or moving heavy gym equipment.		
K5	Answer	Total marks
<p><b>1 mark awarded</b> for <b>outlining</b> how to use lifting equipment safely when transporting or moving heavy gym equipment.</p> <p><b>Areas the candidate may discuss:</b></p> <ul style="list-style-type: none"> <li>• Use furniture dollies/sliders to help enable you to push/pull the equipment around, keep your back straight.</li> <li>• Ensure the furniture dolly is secured to the item.</li> <li>• Use a hand truck, wear gloves and follow manual handling procedures to protect back (back straight/use leg muscles).</li> <li>• Maintain a low centre of gravity. Stack heavier items first and move at a sensible speed secure load. Do not walk backwards, use bumper pads to protect wall and ask a colleague to help if required.</li> <li>• Check the weight and size of the equipment and plan a safe route.</li> </ul> <p><b>(maximum 1 mark)</b></p>		<b>1 mark</b>

Q6 (a) <b>Outline</b> how to prepare documentation for removal jobs.		
K6	Answer	Total marks
<p><b>1 mark awarded</b> for <b>outlining</b> how to prepare documentation for removal jobs.</p> <p><b>Areas the candidate may discuss:</b></p> <ul style="list-style-type: none"> <li>• Create an inventory of goods and materials - record the type and quantity of goods and note any items of high value or fragile items.</li> <li>• Make sure adequate insurance is in place.</li> <li>• Make sure the driver/loaders have a copy stating what equipment is needed and what vehicle is to be used.</li> <li>• Create the customer invoice.</li> </ul> <p><b>(maximum 1 mark)</b></p>		<b>1 mark</b>

Q7 (a) <b>Outline</b> the loading process for removals.		
K7	Answer	Total marks
<p><b>1 mark awarded</b> for <b>outlining</b> the loading process for removals.</p> <p><b>Areas the candidate may discuss:</b></p> <ul style="list-style-type: none"> <li>• Park the truck as near to the property as possible, ensure the tailgate is dry and debris free and use a loading dolly.</li> <li>• Stack large items first, position large items, such as mattresses/beds against the interior walls of the truck and secure them.</li> <li>• Place heavy items on the floor and load upwards, protect fragile items, stack load evenly.</li> <li>• Be aware of axle weights.</li> <li>• Use correct PPE.</li> <li>• Use correct manual handling/use correct MHE for the task.</li> </ul> <p><b>(maximum 1 mark)</b></p>		<b>1 mark</b>



Q8 (a) <b>Outline</b> how to dismantle office furniture.		
K8	Answer	Total marks
<p><b>1 mark awarded</b> for <b>outlining</b> how to dismantle office furniture.</p> <p><b>Areas the candidate may discuss:</b></p> <ul style="list-style-type: none"> <li>• Measure office desks/furniture, doorways and hallways etc., empty desks/furniture, remove fragile/moving pieces, remove furniture legs.</li> <li>• Disassemble frame, pack and move furniture and secure to internal walls of truck, ensure item is protected.</li> <li>• Secure all fixings/use correct tools, liaise with customer to check it is safe to do so, protect and secure correctly on vehicle.</li> </ul> <p><b>(maximum 1 mark)</b></p>		<b>1 mark</b>

Q9 (a) Outline the requirements for manual handling.		
K9	Answer	Total marks
<p><b>1 mark awarded for outlining</b> the requirements for manual handling.</p> <p><b>Areas the candidate may discuss:</b></p> <ul style="list-style-type: none"> <li>Plan, position, pick, proceed and place. <ul style="list-style-type: none"> <li>Plan your lift, position of body, pick-up – consider posture, proceed - move towards location, place object down safely.</li> </ul> </li> <li>Wear correct PPE (gloves).</li> <li>Plan a safe route.</li> <li>Check weight and size of item.</li> <li>Check if it requires a 2-person lift.</li> </ul> <p><b>(maximum 1 mark)</b></p>		<p><b>1 mark</b></p>

<b>Q10 (a) State one effect on the removals industry resulting from a change in consumer needs.</b>		
<b>K10</b>	<b>Answer</b>	<b>Total marks</b>
	<p><b>1 mark awarded for stating one effect on the removals industry resulting from a change in consumer needs.</b></p> <p><b>Areas the candidate may discuss:</b></p> <ul style="list-style-type: none"> <li>• Customers are hiring cheap vans and moving themselves.</li> <li>• Customers are using van and person companies.</li> <li>• Customers are extending rather than re-locating.</li> </ul> <p><b>(maximum 1 mark)</b></p>	<b>1 mark</b>

Q11 (a) State how technology can be used during removals.		
K6	Answer	Total marks
<p><b>1 mark awarded for stating</b> how technology can be used in removals.</p> <p><b>Areas the candidate may discuss:</b></p> <ul style="list-style-type: none"> <li>• Online web portals – to view homes and check volume of storage items, size, and value of goods for estimating removal costs. Also used for self-booking and client autonomy.</li> <li>• Chatbots – AI conversations with potential customers.</li> <li>• Mobile driver apps – customer data and reducing form filing.</li> <li>• Smart packaging solutions – streamlining packaging for customers.</li> <li>• GPS – for tracking high value goods.</li> <li>• Digital payments – prevents cash/cheques changing hands.</li> <li>• Computer/laptop – for documents and day to day processes/booking info etc.</li> <li>• Scanner – customer details/job details/locations etc.</li> <li>• Digital tachograph - driver information and patterns of driving.</li> <li>• Drivers card downloader – for tachograph.</li> <li>• Telematics for driving style (protecting the load).</li> <li>• Cameras to check load on to vehicle.</li> </ul> <p><b>(maximum 1 mark)</b></p>		<p><b>1 mark</b></p>
Q11 (a) State how technology can be used during removals.		

K11	Answer	Total marks
	<p><b>1 mark awarded</b> for <b>stating</b> how technology can be used in removals.</p> <p><b>Areas the candidate may discuss:</b></p> <ul style="list-style-type: none"> <li>• Online web portals – to view homes and check volume of storage items, size, and value of goods for estimating removal costs. Also used for self-booking and client autonomy.</li> <li>• Chatbots – AI conversations with potential customers.</li> <li>• Mobile driver apps – customer data and reducing form filing.</li> <li>• Smart packaging solutions – streamlining packaging for customers.</li> <li>• GPS – for tracking high value goods.</li> <li>• Digital payments – prevents cash/cheques changing hands.</li> <li>• Computer/laptop – for documents and day to day processes/booking info etc.</li> <li>• Scanner – customer details/job details/locations etc.</li> <li>• Digital tachograph - driver information and patterns of driving.</li> <li>• Drivers card downloader – for tachograph.</li> <li>• Telematics for driving style (protecting the load).</li> <li>• Cameras to check load on to vehicle.</li> </ul> <p><b>(maximum 1 mark)</b></p>	<p><b>1 mark</b></p>

Q12 (a) State why face to face communication is effective when conveying a message.		
CK1	Answer	Total marks
<p><b>1 mark awarded</b> for <b>stating</b> why face to face communication is effective when conveying a message.</p> <p><b>Areas the candidate may discuss:</b></p> <ul style="list-style-type: none"> <li>• Often clearer to understand/read lips (aids customers with hearing impairments).</li> <li>• Body language can be read and understood.</li> <li>• Queries can be clarified easier.</li> </ul> <p><b>(maximum 1 mark)</b></p>		<b>1 mark</b>
<b>Additional guidance</b>	Accept any relevant answers that state why face to face communication is generally effective.	

<b>Q13 (a) Identify two stages of the supply chain structure.</b>		
<b>CK2</b>	<b>Answer</b>	<b>Total marks</b>
	<p><b>1-2 marks awarded for identifying two stages of the supply chain structure.</b></p> <p><b>Areas the candidate may discuss:</b></p> <ul style="list-style-type: none"> <li>• Plan.</li> <li>• Source.</li> <li>• Make.</li> <li>• Deliver.</li> <li>• Return.</li> <li>• Store.</li> </ul> <p><b>(maximum 2 marks)</b></p>	<b>2 marks</b>

Q14 (a) Describe the purpose of the PDCA cycle.		
CK3	Answer	Total marks
<p><b>2 marks</b> awarded for <b>describing</b> the purpose of the PDCA cycle.</p> <p><b>Areas the candidate may discuss:</b></p> <ul style="list-style-type: none"> <li>A management methodology that is a continuous loop/cycle of improvement processes for problem solving and managing change - plan, do, check and act.</li> </ul> <p><b>(maximum 2 marks)</b></p>		<b>2 marks</b>



Q15 (a) Identify one key internal customer.		
CK4	Answer	Total marks
<b>1 mark awarded for identifying one key internal customer.</b>  <b>Areas the candidate may discuss:</b> <ul style="list-style-type: none"> <li>• Driver.</li> <li>• Colleagues.</li> <li>• All company employees.</li> </ul> <b>(maximum 1 mark)</b>		<b>1 mark</b>

<b>Q16 (a) Outline the action a driver should take if they were struggling to perform a task at work.</b>		
<b>CK5</b>	<b>Answer</b>	<b>Total marks</b>
	<p><b>1 mark awarded for outlining</b> the action a driver should take if they were struggling to perform a task at work.</p> <p><b>Areas the candidate may discuss:</b></p> <ul style="list-style-type: none"> <li>• Request help from manager/colleague/peer.</li> <li>• Ask for some training.</li> <li>• Do not do the task if not trained to do so.</li> <li>• Watch a more experienced colleague.</li> </ul> <p><b>(maximum 1 mark)</b></p>	<b>1 mark</b>

Q17 (a) <b>Describe</b> what is meant by the term 'autonomous truck'.		
CK6	Answer	Total marks
	<p><b>1 mark awarded</b> for <b>describing</b> what is meant by the term 'autonomous truck'.</p> <p><b>Areas the candidate may discuss:</b></p> <ul style="list-style-type: none"> <li>a truck that goes from point A to point B without human interaction.</li> </ul> <p><b>(maximum 1 mark)</b></p>	<b>1 mark</b>

Q18 (a) State one reason why exercise is beneficial to health.		
CK7	Answer	Total marks
<p><b>1 mark awarded for stating one</b> reason why exercise is beneficial to health.</p> <p><b>Areas the candidate may discuss:</b></p> <ul style="list-style-type: none"> <li>• Reduces high blood pressure.</li> <li>• Improves heart health.</li> <li>• Weight reduction and maintenance.</li> <li>• Improves positive mental health, reduces anxiety and depression.</li> <li>• Strengthens bones and muscles and improves balance.</li> <li>• Improves joint pain and stiffness.</li> <li>• Reduces risk of disease.</li> <li>• Improves brain and memory function.</li> <li>• Combats cancer-related fatigue.</li> <li>• Increases life span.</li> <li>• Improve sleep patterns.</li> </ul> <p><b>(maximum 1 mark)</b></p>		1 mark

A returning customer has called the office and asked if they can change their booking with only one week's notice. Due to their work commitments, the customer must now work away for a few days, and they have asked you if the company can help them, by packing up the contents of their house, before transporting the load to their new home as originally planned. You have been tasked with packing arrangements and ensuring the process runs smoothly and to time.

**Q19 (a) Outline** the actions that the removals operator should take in this situation.

Behaviour	Indicative Content/Answer	Total marks
Your response should include how you: B3 – show a commitment to achieving all personal and organisational objectives. B4 – show a genuine interest in meeting the needs of others.		
Award <b>one</b> mark for each outline, up to a maximum of <b>six</b> marks.  <b>Areas the candidate may discuss:</b> <ul style="list-style-type: none"> <li>• Arrange a meeting/call with the customer to discuss their requirements. <b>(1 mark) (B4)</b></li> <li>• Create an inventory of goods/high value/fragile goods. <b>(1 mark) (B4)</b></li> <li>• Create a plan of action, noting staff/packaging/time requirements <b>(1 mark) (B3)</b></li> <li>• Arrange/discuss with team members and assign roles <b>(1 mark) (B3, B4)</b></li> <li>• Create a timeline <b>(1 mark) (B3)</b></li> <li>• Discuss the importance of hitting timeline and targets with team members <b>(1 mark) (B3, B4)</b></li> <li>• Supervise process to identify any problems or issues along the way <b>(1 mark) (B3)</b></li> <li>• Maintain contact and update the customer throughout <b>(1 mark) (B4)</b></li> <li>• Inform customer of new charges and agree <b>(1 mark) (B4)</b></li> <li>• Check vehicle and staff are available to carry this out <b>(1 mark) (B3)</b></li> </ul> <b>(maximum 6 marks)</b>		<b>6 Marks</b>

You have been discretely informed that a driver has 'borrowed' a small truck for personal use and a taillight has been broken on the vehicle.		
<b>Q19 (b) Outline</b> the actions that the removals operator should take in this situation.		
Behaviour	Indicative Content/Answer	Total marks
<p>Your response should include how you:</p> <p>B1 – demonstrate integrity, credibility and honesty.</p> <p>B2 – strive for the best results and maintain a professional attitude.</p> <p>Award <b>one</b> mark for each outline, up to a maximum of <b>six</b> marks.</p> <p><b>Areas the candidate may discuss:</b></p> <ul style="list-style-type: none"> <li>• Check the driving logs to see when the vehicle was officially used compared this to when the vehicle was allegedly used. <b>(1 mark) (B1)</b></li> <li>• Check the damage to the vehicle before speaking with anyone. <b>(1 mark) (B1)</b></li> <li>• If the taillight is damaged, talk to the driver, and politely ask about how the damage occurred to the back taillight. <b>(1 mark) (B1, B2)</b></li> <li>• Ask the driver if or when they had noticed any damage and if/when they reported it. <b>(1 mark) (B1, B2)</b></li> <li>• Log the discussion notes for future use <b>(1 mark) (B1, B2)</b></li> <li>• If relevant, check the log reported for damage to the vehicle <b>(1 mark) (B2)</b></li> <li>• Check CCTV cameras to see if the truck has been used out of hours <b>(1 mark) (B2)</b></li> <li>• Report your concerns to the manager/supervisor <b>(1 mark) (B1, B2)</b></li> <li>• Check tachograph records <b>(1 mark) (B1, B2)</b></li> <li>• Identify if they were within their driving hours <b>(1 mark) (B1, B2)</b></li> <li>• Identify if they were undertaking work during rest periods <b>(1 mark) (B1, B2)</b></li> <li>• Check if the insurance on the vehicle covers this activity <b>(1 mark) (B1, B2)</b></li> </ul>		
		<b>6 marks</b>

- Try to find out who they were doing a delivery for and check/confirm details with them **(1 mark) (B1, B2)**

**(maximum 6 marks)**

**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 removals operative.

#### Document amendment history page

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