
External Assessment Material – Exemplar Paper

ST0258 - Supply Chain Operator - Traffic Office Marking Guide

Q1 (a) State one example of a driver infringement.		
K1	Answer	Total marks
	<p>1 mark awarded for stating an example of a driver infringement.</p> <p>Areas the candidate may discuss:</p> <ul style="list-style-type: none"> • Driving over the legal hours/insufficient breaks/rest periods. • Failure to install or use a tachograph. • Failure to hand over a tachograph record. • False entry or alteration of a record (with an intent to deceive). • Altering the seal on a tachograph (with an intent to deceive). • Failure to take all steps to ensure the contractually agreed transport time schedules respect the rules. <p>(maximum 1 mark)</p>	<p>1 mark</p>

Q2 (a) Identify the training required for a driver to carry hazardous goods.		
K2	Answer	Total marks
1 mark awarded for identifying the training required for a driver to carry hazardous goods. Areas the candidate may discuss: <ul style="list-style-type: none"> • ADR training. (maximum 1 mark)		1 mark
Additional guidance	Accept hazardous goods training or HAZMAT training as some still use the acronym.	

Q3 (a) Identify two factors that a driver should be aware of when routing a vehicle.		
K2	Answer	Total marks
	<p>1-2 marks awarded for identifying two factors that a driver should be aware of when routing a vehicle.</p> <p>Areas the candidate may discuss:</p> <ul style="list-style-type: none"> • Weight restrictions. • Low bridges. • City restrictions – such as LEZ/ULEZ. • Width restrictions. • Height restrictions. • Axle weight restrictions. <p>(maximum 2 marks)</p>	2 marks
Additional guidance	The above list is not exhaustive, and markers should allow marks for any suitable answer provided.	

Q4 (a) State the licence required to drive a coach or bus with fare paying passengers.		
K3	Answer	Total marks
	<p>1 mark awarded for stating the licence required to drive a coach or bus with fare paying passengers.</p> <p>Areas the candidate may discuss:</p> <ul style="list-style-type: none"> • Cat D. <p>(maximum 1 mark)</p>	<p>1 mark</p>

Q5 (a) State one piece of information that can be obtained from in-cab telematics.		
K4	Answer	Total marks
	<p>1 mark awarded for stating one piece of information that can be obtained from in-cab telematics.</p> <p>Areas the candidate may discuss:</p> <ul style="list-style-type: none"> • Driving habits. • Harsh breaking. • Idling time. • Live location. • Vehicle data. <p>(maximum 1 mark)</p>	1 mark
Additional guidance	The above list is not exhaustive, and markers should allow marks for any suitable answer provided.	

Q6 (a) Outline one additional check a driver must carry out prior to leaving the warehouse.		
K5	Answer	Total marks
1 mark awarded for outlining one additional check a driver must carry out prior to leaving the warehouse. Areas the candidate may discuss: <ul style="list-style-type: none"> • Security of the load. • Security seal. • Paperwork. • Route. (maximum 1 mark)		1 mark
Additional guidance		
Do not award marks for	Vehicle check – this is a standard requirement, not an additional check	

Q7 (a) State two checks carried out to ensure a driver is compliant.		
K5	Answer	Total marks
	<p>1-2 marks awarded for stating two checks carried out to ensure a driver is compliant.</p> <p>Areas the candidate may discuss:</p> <ul style="list-style-type: none"> • Driving licence. • Driver CPC. • Medical conditions. • Tachograph data. <p>(maximum 2 marks)</p>	2 marks

Q8 (a) Identify one piece of evidence a driver must collect if a delivery is unsuccessful due to damaged goods.		
K6	Answer	Total marks
	<p>1 mark awarded for identifying one piece of evidence a driver must collect if a delivery is unsuccessful due to damaged goods.</p> <p>Areas the candidate may discuss:</p> <ul style="list-style-type: none"> • A signature from the customer. • Photographic evidence of damage. • A statement from the customer. • Driver statement. <p>(maximum 1 mark)</p>	1 mark
Additional guidance		
Do not award marks for	Contacting the office.	

Q9 (a) State the action a driver should take when a vehicle requires mileage-based maintenance.		
K7	Answer	Total marks
	<p>1 mark awarded for stating the action a driver should take when a vehicle requires mileage-based maintenance.</p> <p>Areas the candidate may discuss:</p> <ul style="list-style-type: none"> Take the vehicle off the road and book it in with the service department for maintenance. <p>(maximum 1 mark)</p>	1 mark
Additional guidance	Accept any relevant answers that may be specific to a company policy/procedure.	
Do not award marks for		

Q10 (a) State why face to face communication is effective when conveying a message.		
CK1	Answer	Total marks
	<p>1 mark awarded for stating why face to face communication is effective when conveying a message.</p> <p>Areas the candidate may discuss:</p> <ul style="list-style-type: none"> • It is often clearer to understand/read lips. • Body language can be read and understood. • Queries can be clarified easier. <p>(maximum 1 mark)</p>	1 mark
Additional guidance	Accept any relevant answers that state why face to face communication is effective.	
Do not award marks for		

Q11 (a) State one example of negative non-verbal communication.		
CK1	Answer	Total marks
	<p>1 mark awarded for stating one example of negative non-verbal communication.</p> <p>Areas the candidate may discuss:</p> <ul style="list-style-type: none"> • Facial expressions such as frowning/pursed lips/sneering/rolling eyes. • Poor stance. • Avoiding eye contact. • Creating barriers/crossed arms. • Overusing a gesture. • Inappropriate hand gestures. <p>(maximum 1 mark)</p>	1 mark
Additional guidance	Accept any relevant answers that state examples of negative non-verbal body language.	
Do not award marks for		

Q12 (a) Identify one stage of the supply chain structure.		
CK2	Answer	Total marks
	<p>1 mark awarded for identifying one stage of the supply chain structure.</p> <p>Areas the candidate may discuss:</p> <ul style="list-style-type: none"> • Plan. • Source. • Make. • Deliver. • Return. • Storage. <p>(maximum 1 mark)</p>	1 mark

Q13 (a) State the minimum weight of a vehicle if a tachograph must be used.		
CK2	Answer	Total marks
	<p>1 mark awarded for stating the minimum weight of a vehicle if a tachograph must be used.</p> <p>Areas the candidate may discuss:</p> <ul style="list-style-type: none"> • 3.5 Tonnes. <p>(maximum 1 mark)</p>	1 mark

Q14 (a) Identify the management methodology that is a continual cycle of improvement processes.		
CK3	Answer	Total marks
	<p>1 mark awarded for identifying the management methodology that is a continual cycle of improvement processes.</p> <p>Areas the candidate may discuss:</p> <ul style="list-style-type: none"> • PDCA: <ul style="list-style-type: none"> - Plan, Do, Check, Act. <p>(maximum 1 mark)</p>	1 mark

Q15 (a) Identify one key internal customer.		
CK4	Answer	Total marks
	<p>1 mark awarded for identifying one key internal customer.</p> <p>Areas the candidate may discuss:</p> <ul style="list-style-type: none"> • Driver. • Colleague. • Company employee. • Traffic office staff. <p>(maximum 1 mark)</p>	<p>1 mark</p>

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

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

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

<p>A customer has contacted the transport office regarding the delivery of their goods. Two large boxes of high value goods are missing from their order. You were the designated operative responsible for the scheduled load.</p>		
<p>Q19 (a) Outline the actions that the supply chain operator should take in this situation.</p>		
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>B3 – show a commitment to achieving all personal and organisational objectives.</p> <p>B4 – show a genuine interest in meeting the needs of others.</p>		
<p>Award one mark for each outline, up to a maximum of six marks, if all behaviours have been met.</p> <p>Areas the candidate may discuss:</p> <ul style="list-style-type: none"> • Explain to the customer that you will investigate the situation immediately and update them as soon as you can. (1 mark) (B1, B2, B3, B4) • Try to resolve the issue promptly. (1 mark) (B1, B2, B3, B4) • Communicate with the driver and inform the warehouse supervisor/manager politely, explaining that there appears to be a difference between the goods expected/loaded and the goods delivered/received by the customer. (1 mark) (B1, B2) • Communicate with the warehouse supervisor/manager and double check the details on the order form and the load schedule and highlight the discrepancies between the order and the goods loaded. (1 mark) (B1, B2) • Inform the driver if that there appears to be a discrepancy with the number of items being delivered compared to the load schedule. (1 mark) (B1, B2, B3, B4) 		<p>6 marks</p>

- Discuss with the driver to establish why the additional items are delivered, if relevant. **(1 mark) (B1, B2)**
- Ask the driver to double check the truck/load, in case the items are still waiting to be off-loaded. **(1 mark) (B1, B2, B3, B4)**
- Communicate with all staff/customers/departments involved clearly and professionally. **(1 mark) (B1, B2, B3)**
- If the error is yours, own it and admit to your mistake and discuss with the manager how to resolve the issue. **(1 mark) (B1, B2)**
- If the error is that of the driver, refer the situation to a supervisor/manager **(1 mark) (B3, B4)**

(maximum 6 marks)

Due to warehouse staff shortages, the movement of goods from warehouse to truck, and onto the customer has moved slower than expected. Some of the food goods have been sitting on crates waiting to be loaded and there is a risk that some of this food may spoil if the process cannot speed up. You have been tasked with resolving this problem.

Q19 (b) Outline the actions that the supply chain operator should take in this situation. .

Behaviour	Indicative Content/Answer	Total marks
Your response should include how you: B1 – demonstrate integrity, credibility, and honesty. B2 – strive for the best results and maintain a professional attitude. B3 – show a commitment to achieving all personal and organisational objectives. B4 – show a genuine interest in meeting the needs of others.		
Award one mark for each outline, up to a maximum of six marks, if all behaviours have been met. Areas the candidate may discuss: <ul style="list-style-type: none"> • Firstly, work out how many warehouse operatives are available and how many trucks are ready for loading. (1 mark) (B3, B4) • Ascertain the priority orders/food goods that need to be loaded to avoid spoiling the goods. (1 mark) (B1, B2, B3) • Arrange for food goods to be stored in the warehouse and protected from the heat of the day/stored back in refrigerated conditions. (1 mark) (B3, B4) • Assign packers and drivers logically to complete the loads as quickly as possible. (1 mark) (B1, B2, B3, B4) • Place all fresh goods back into a temperature-controlled environment. (1 mark) (B2, B3, B4) • Engage with the warehouse staff to suggest a solution. (1 mark) (B1, B2, B3, B4) 		6 marks

- Consider delaying those goods with a greater shelf life and delivering highly perishable goods first. **(1 mark) (B1, B2, B3, B4)**
- Consider bringing in a 3pl company to assist with additional transport. **(1 mark) (B1, B2, B3, B4)**

(maximum 6 marks)

<p>Additional guidance</p>	<p>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 supply chain operative.</p>
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