
External Assessment Material – Exemplar Paper

ST0201 - Level 3 Supply Chain Practitioner Marking Guide

Q1		
Relating to forecasting accuracy, the abbreviation 'WAPE' stands for:		
	Multiple Choice Question	Answer
A	Waste Average Potential Earnings	Incorrect answer
B	Wasted Abundant Product Excess	Incorrect answer
C	Weighted Absolute Percentage Error	Correct answer
D	World Advanced Professional Expert	Incorrect answer

Q2		
Forecasting accuracy is critical for managing fresh produce, because:		
	Multiple Choice Question	Answer
A	failure to plan will result in backlog of long shelf-life stock	Incorrect answer
B	the producers need to know how much stock is required	Incorrect answer
C	they have short shelf-life requiring quick turnaround times	Correct answer
D	transport companies need to plan schedules far in advance	Incorrect answer

Q3		
How is 'inventory velocity' calculated?		
	Multiple Choice Question	Answer
A	Cost of goods sold/average inventory in a given period	Correct answer
B	Daily turnover/next year's predicted average turnover	Incorrect answer
C	Opening stock/next month's average sales forecast	Incorrect answer
D	Rotated stock/next day's average sales forecast	Incorrect answer

Q4		
A periodic inventory system is used for:		
	Multiple Choice Question	Answer
A	electrical goods	Incorrect answer
B	fresh goods	Incorrect answer
C	high-end goods	Incorrect answer
D	inexpensive goods	Correct answer

Q5		
The meaning of the term 'customer order cycle time', is the time taken to:		
	Multiple Choice Question	Answer
A	deliver a customer order after the order occurs	Correct answer
B	deliver items to the customer after leaving the depot	Incorrect answer
C	receive a customer order after the purchase	Incorrect answer
D	return to the depot after delivery of the order	Incorrect answer

Q6		
A method for communicating with customers that involves non-verbal communication is:		
	Multiple Choice Question	Answer
A	e-mail	Correct answer
B	face to face	Incorrect answer
C	Skype	Incorrect answer
D	telephone	Incorrect answer

Q7		
The maximum amount of time allowed driving before being required to take a mandatory rest period, is:		
	Multiple Choice Question	Answer
A	4 hours	Incorrect answer
B	4.5 hours	Correct answer
C	5 hours	Incorrect answer
D	5.5 hours	Incorrect answer

Q8		
What is the daily (normal) maximum driving time?		
	Multiple Choice Question	Answer
A	7 hours	Incorrect answer
B	9 hours	Correct answer
C	11 hours	Incorrect answer
D	13 hours	Incorrect answer

Q9		
What is the meaning of the acronym 'OOS'?		
	Multiple Choice Question	Answer
A	On One Shelf	Incorrect answer
B	One Odd Sample	Incorrect answer
C	Order Off Shelf	Incorrect answer
D	Out Of Stock	Correct answer

Q10		
The meaning of the term 'QR Code', is:		
	Multiple Choice Question	Answer
A	Quality Review Code	Incorrect answer
B	Query Retailer Code	Incorrect answer
C	Question Relevant Code	Incorrect answer
D	Quick Response Code	Correct answer

Q11		
The term 'freight bill accuracy' describes the percentage of freight bills:		
	Multiple Choice Question	Answer
A	received per annum	Incorrect answer
B	returned in a month	Incorrect answer
C	that are error free	Correct answer
D	with incorrect pricing	Incorrect answer

Q12		
What is a key metric in adding value to the supply chain?		
	Multiple Choice Question	Answer
A	Buying larger warehouses	Incorrect answer
B	Negotiating pay with staff	Incorrect answer
C	Reducing the number of suppliers	Correct answer
D	Updating vehicle fleet	Incorrect answer

Q13		
What is meant by the term 'manufacturing cycle time'?		
	Multiple Choice Question	Answer
A	The time from collection of raw materials to the production start	Incorrect answer
B	The time from completion of goods to receipt of payment	Incorrect answer
C	The time to convert raw materials into the finished goods	Correct answer
D	The time to process production waste and rejected goods	Incorrect answer

Q14		
'Schedule attainment score' relates to the:		
	Multiple Choice Question	Answer
A	accrued staff hours over a set period	Incorrect answer
B	amount of waste against target produced	Incorrect answer
C	completed level of target production	Correct answer
D	planned yearly production percentage	Incorrect answer

Q15		
The meaning of the term 'turnover' is the total yearly:		
	Multiple Choice Question	Answer
A	employees	Incorrect answer
B	liabilities	Incorrect answer
C	profit	Incorrect answer
D	revenue	Correct answer

Q16		
What does the acronym 'HMRC' stand for?		
	Multiple Choice Question	Answer
A	His Majesty's Receipt and Collections	Incorrect answer
B	His Majesty's Receipt and Customs	Incorrect answer
C	His Majesty's Revenue and Collections	Incorrect answer
D	His Majesty's Revenue and Customs	Correct answer

Q17		
The legislation/regulation that covers the control of customer details and information is the:		
	Multiple Choice Question	Answer
A	Display Screen Equipment Regulations	Incorrect answer
B	General Data Protection Regulations	Correct answer
C	Health and Safety at Work Regulations	Incorrect answer
D	Workplace (Health, Safety and Welfare) Regulations	Incorrect answer

Q18		
What legislation/regulation of parliament covers the control of emissions and waste management responsibilities?		
	Multiple Choice Question	Answer
A	Environmental Protection Act	Correct answer
B	European Climate Directive	Incorrect answer
C	Local Council Act	Incorrect answer
D	Road Vehicle Regulations	Incorrect answer

Q19		
The UK government is committed to reducing carbon emissions to net zero by:		
	Multiple Choice Question	Answer
A	2025	Incorrect answer
B	2030	Incorrect answer
C	2040	Incorrect answer
D	2050	Correct answer

Q20		
Which of the following is a key area in the Environmental Protection Act 1990?		
	Multiple Choice Question	Answer
A	Integrated pollution control	Correct answer
B	Six sigma techniques	Incorrect answer
C	Vehicle tyre replacement	Incorrect answer
D	Working time directive	Incorrect answer

Q21		
Define the meaning of the term 'export', to:		
	Multiple Choice Question	Answer
A	receive goods from other EU countries	Incorrect answer
B	sell goods to other regions of the UK	Incorrect answer
C	send goods to another country for sale	Correct answer
D	transport goods to Northern Ireland	Incorrect answer

Q22		
An example of an internal customer is a:		
	Multiple Choice Question	Answer
A	client	Incorrect answer
B	colleague	Correct answer
C	consumer	Incorrect answer
D	contractor	Incorrect answer

Q23		
Which of the following describes a 'CI' process?		
	Multiple Choice Question	Answer
A	Design, sell, bank, wage	Incorrect answer
B	Identify, plan, execute, review	Correct answer
C	Review, outsource, finance, sell	Incorrect answer
D	Source, adapt, market, sell	Incorrect answer

Q24		
The function of a CPD record is to:		
	Multiple Choice Question	Answer
A	help schedule work improvements	Incorrect answer
B	organise personal activities	Incorrect answer
C	record professional development	Correct answer
D	use as a promotional tool	Incorrect answer

Q25		
A 'silo' mentality is a mindset where:		
	Multiple Choice Question	Answer
A	customers avoid sharing their information with retailers	Incorrect answer
B	departments in the same company avoid sharing information	Correct answer
C	one person can only think about one thing at a time	Incorrect answer
D	the same department struggles to communicate effectively	Incorrect answer

Q26		
Which of the following 'SWOT' elements are internal factors for a business?		
	Multiple Choice Question	Answer
A	Opportunities and strengths	Incorrect answer
B	Strengths and weaknesses	Correct answer
C	Threats and opportunities	Incorrect answer
D	Weaknesses and Threats	Incorrect answer

Q27		
What is the basic meaning of patent?		
	Multiple Choice Question	Answer
A	Allows the holder to make their own product	Incorrect answer
B	Ensures the designs are free for use by others	Incorrect answer
C	Gives the holder the sole rights to a product design	Correct answer
D	Helps set the pricing structure for a product	Incorrect answer

Q28		
An example of an FMCG product would be:		
	Multiple Choice Question	Answer
A	beverages	Correct answer
B	cars	Incorrect answer
C	jewellery	Incorrect answer
D	timber	Incorrect answer

Q29		
When shipping goods by air, what does 'AWB' stand for?		
	Multiple Choice Question	Answer
A	Accompanying Warrant Bill	Incorrect answer
B	Acquired Wheel Bill	Incorrect answer
C	Additional Work Bill	Incorrect answer
D	Air Way Bill	Correct answer

Q30		
Who must sign a 'Rail Consignment Note'?		
	Multiple Choice Question	Answer
A	The carrier and the cargo master	Incorrect answer
B	The company and the driver	Incorrect answer
C	The sender and the carrier	Correct answer
D	The sender and the train manager	Incorrect answer

Part of a Supply Chain Operator’s job role is to implement the strategy of planning and procuring goods.		
Q31 (a) Outline five principles of responsible buying.		
K7	Answer	Total marks
	<p>1-5 marks for outlining up to five principles of responsible buying.</p> <p>Areas the candidate may discuss:</p> <ul style="list-style-type: none"> • Visibility – Provide enough information about the planned business for suppliers to act upon • Stability – Give the suppliers steady and predictable business across the year • Time – Provide enough time for suppliers to complete all processes in compliance to laws and relevant codes of conduct • Financials – Use fair financial practices with suppliers • Shared Responsibility – Take part in the process to improve working conditions and environmental performance in the supply chain. <p>(maximum 5 marks)</p>	<p>5 marks</p>

All of the departments in the supply chain, need to understand how they will meet the customer’s demands whilst supporting the company’s own needs.		
Q32 (a) Describe the role of merchandisers in the supply chain.		
K8	Answer	Total marks
	<p>1-5 marks for describing the role of merchandisers in the supply chain.</p> <p>Areas the candidate may discuss:</p> <ul style="list-style-type: none"> • Merchandisers ensure that products appear in the right store, or on a website, at the appropriate time and in the correct quantities. This involves working closely with the buying teams to accurately forecast trends, plan stock levels and monitor performance. • Allows accurate forecast planning • Allows accurate demand planning for manufacture • Informs appropriate pricing points and special offers <p>(maximum 5 marks)</p>	<p>5 marks</p>

Supply chain planning incorporates everything from manufacturing and distribution to procurement and resource management.		
Q33 (a) Outline five benefits of ‘accurate capacity planning’ in a supply chain business.		
K9	Answer	Total marks
	<p>1-5 marks for outlining five benefits of ‘accurate capacity planning’ a supply chain business.</p> <p>Areas the candidate may discuss:</p> <ul style="list-style-type: none"> • Reduces stock-outs – to minimise the risk of consumers going elsewhere. • Increases delivery capacity – to allow the delivery process to operating at maximum efficiency. • Identifies process inefficiencies – what factors limit capacity, and easily spot bottlenecks that can be fixed or improved. • Facilitates risk management – both short and long term capacity planning help businesses understand their strengths, weaknesses, and limitations. • Make informed decisions about how fast to scale the business, when is the best time frame to launch a new product, and when to hire new employees. • Ensures shelf lives are planned to reduce waste. • Allows accurate resource planning. <p>(maximum 5 marks)</p>	<p>5 marks</p>

Managing customer orders effectively, is achieved by merging warehouse or fulfilment operations to serve both online and in-store requirements collectively.		
Q34 (a) Describe why omnichannel order management is important to a supply chain business.		
K10	Answer	Total marks
	<p>1-5 marks for describing why omnichannel order management is important to a supply chain business.</p> <p>Areas the candidate may discuss:</p> <ul style="list-style-type: none"> • It enables accurate and efficient management of customer orders across multiple channels and determine the best inventory stocking location or production facility where the order will be filled and shipped to complete the order and deliver on time. • When demand rapidly increases, it allows the easy capture of large volumes of orders from different channels (online, retail stores, call centre, etc.), manages product configurations and pricing, fulfils orders from the best sources, and ensures on-time delivery. • Provides a seamless shopping experience across all channels including instore, mobile and online. <p>(maximum 5 marks)</p>	<p>5 marks</p>

Supply chain businesses must forecast demand and determine how to meet it to remain competitive in the market.		
Q35 (a) Identify five factors that may affect lead times.		
K11	Answer	Total marks
	<p>1-5 marks for identifying up to five factors that may affect lead times.</p> <p>Areas the candidate may discuss:</p> <ul style="list-style-type: none"> • Stock outs • Lead time variability • Shipping delays • Unnecessary process • Inefficient inventory control • Human error • Bad planning • Lack of raw materials • Over demand/limited supply <p>(maximum 5 marks)</p>	5 marks

A key role for a Supply Chain Operator is to forecast the demand for a particular product.		
Q36 (a) Identify five factors that affect demand.		
K12	Answer	Total marks
	<p>1-5 marks for identifying up to five factors that affect demand.</p> <p>Areas the candidate may discuss:</p> <ul style="list-style-type: none"> • Price of the product • The consumer's income • The price of related goods • The tastes and preferences of consumers • The consumer's expectations with regard to future prices • The number of consumers in the market • Seasonality • 2nd buyers • Quality of product • Economic instability <p>(maximum 5 marks)</p>	5 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 the supply chain operator role.	

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