

Paper Code: M-EPA-HCPTE2003

Hire Controller (Plant, Tools and Equipment) Mock Knowledge Test

Level 2

Information for registered centres

The seal on this examination paper must only be broken by the candidate at the time of the examination. Under no circumstances should a candidate use an unsealed examination paper.

Information for candidates

Under no circumstances should you, the candidate, use an unsealed examination paper.

This examination consists of 50 multiple-choice questions.

The exam is worth 50 marks, with a Pass being 35 marks, and Distinction 43 marks.

The duration of this examination is 90 minutes.

You are **NOT** allowed any assistance to complete the answers.

You must use a pencil to complete the answer sheet - pens must **NOT** be used.

When completed, please leave the **examination answer sheet (EAS)** on the desk.

EXAMINATION ANSWER SHEET (EAS) INSTRUCTIONS:

For each question, fill in **ONE** answer **ONLY**.

If you make a mistake, ensure you erase it thoroughly.

You must mark your choice of answer by shading in **ONE** answer circle only.

Please mark each choice like this:

01 A B C D **ANSWER COMPLETED CORRECTLY**

Examples of how **NOT** to mark your examination answer sheet (EAS). These will not be recorded.

01 A B C D **DO NOT** partially shade the answer circle
ANSWER COMPLETED INCORRECTLY

01 A B C D **DO NOT** use ticks or crosses
ANSWER COMPLETED INCORRECTLY

01 A B C D **DO NOT** use circles
ANSWER COMPLETED INCORRECTLY

01 A B C D **DO NOT** shade over more than one answer circle
ANSWER COMPLETED INCORRECTLY

All candidates **MUST** sign the Examination Answer Sheet (EAS) in the bottom right-hand corner of the page before leaving the examination room.

1

How can a hire controller use technology to track individual plant items?

- A. By assigning a system-generated ID number
- B. By organising equipment based on the brand
- C. By recording items manually on a spreadsheet
- D. By using estimated hire dates for reference

4

Which of the following is a requirement under the current Provision and Use of Work Equipment Regulations (PUWER)?

- A. All employees must be trained on every piece of equipment in stock
- B. Employees may use equipment if they are untrained but feel confident
- C. Equipment must be checked daily by managers and external inspectors
- D. Equipment provided must be suitable and safe for its intended use

2

What does a portable appliance test (PAT) check?

- A. That all pieces of electrical equipment have user manuals
- B. That electrical equipment and appliances are safe to use
- C. That electrical equipment more than five years old is still effective
- D. That new electrical equipment and appliances work as intended

5

How long is a Construction Skills Certification Scheme (CSCS) card typically valid for?

- A. 1 year
- B. 2 years
- C. 5 years
- D. 10 years

3

Which of the following characteristics is protected under current equality legislation?

- A. Accent
- B. Age
- C. Education
- D. Location

6

Which of the following do **employers** have a legal responsibility to ensure?

- A. That employees are qualified in health and safety
- B. That written instructions are provided for every task
- C. The electrical equipment is new, clean and leased
- D. The health, safety and welfare of all employees

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By law, what is the **minimum** uninterrupted rest period an employee must receive between finishing work one day and starting the next?

- A. 8 hours
- B. 9 hours
- C. 10 hours
- D. 11 hours

8

Which of the following is an appropriate way to dispose of waste materials from plant equipment?

- A. Putting it in general waste skips
- B. Recycling it in specialist bins
- C. Sending it to landfill sites
- D. Tipping it into drains

9

What type of environmental pollution is caused by a hydraulic breaker?

- A. Chemical
- B. Light
- C. Noise
- D. Radioactive

10

Why is it important to use a stock control system to maintain minimum stock levels?

- A. It allows stock to be held for loyal customers
- B. It ensures that items are always readily available
- C. It increases the number of visits from suppliers
- D. It reduces the cost of frequently used stock

11

What government department **must** be informed if a customer's personal data has been misused?

- A. The Citizens Advice Bureau (CAB)
- B. The Department for Communities (DfC)
- C. The Health and Safety Executive (HSE)
- D. The Information Commissioner's Office (ICO)

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Which of the following is a **key** benefit of hosting customers at trade shows?

- A. It allows a company to see who their most important customers are
- B. It encourages sales by providing free gifts or discounts for staff
- C. It promotes new products or developments in existing products
- D. It reduces the need for marketing adverts to be sent to customers

13

What personal protective equipment (PPE) **must** be worn when handling toxic substances?

- A. Ear defenders
- B. Full-face mask
- C. High-visibility vest
- D. Steel toe-capped boots

14

Which of the following **must** an individual have to move a crane on-site?

- A. A blue Construction Plant Competence Scheme (CPCS) card
- B. A green Construction Skills Certification Scheme (CSCS) card
- C. A health and safety training certificate
- D. A manual handling recognised qualification

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Why is it essential to conduct a credit check before allowing a customer to open an account?

- A. To assess if they will be able to make future payments
- B. To ensure the correct payment details are recorded
- C. To gain information about the delivery location
- D. To make a note of their equipment preferences

16

Which of the following is a method to reduce the environmental impact of plant vehicles?

- A. Choosing hybrid vehicles
- B. Fitting a larger fuel tank
- C. Idling the vehicle's engine
- D. Operating at high speeds

17

Which of the following **must** be completed before handing over equipment to a new customer?

- A. Asking about their job role
- B. Checking their identification
- C. Researching their location
- D. Questioning their experience

18

What type of technology is commonly used on an excavator to help prevent collisions?

- A. A fuel gauge
- B. A hydraulic pump
- C. A proximity sensor
- D. A tachometer

19

Before checking the oil level on a piece of plant equipment, a hire controller **must** consult:

- A. a senior colleague
- B. a specialist website
- C. the maintenance report
- D. the service manual

20

Which of the following is **key** to ask when pricing a product for a customer?

- A. If they are using products from competitors
- B. If they have hired the product previously
- C. How long they will be using the product for
- D. How much they are prepared to pay for the hire

21

Which of the following is a breach of the current General Data Protection Regulation (GDPR)?

- A. Providing employee data consensually to a manager
- B. Sharing customer information without prior consent
- C. Updating customer details when they request
- D. Using an encrypted system to share documents

22

Which of the following can improve a customer's experience?

- A. Demonstrating good product knowledge
- B. Disregarding complaints and feedback
- C. Passing all queries to a senior manager
- D. Sending payments and invoices late

23

What is the **main** purpose of a rotary laser level?

- A. Compacting sub-base material
- B. Cutting through steel pipes on-site
- C. Establishing even points across a large area
- D. Pumping water from underground foundations

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Who is responsible for ensuring that equipment operators have up-to-date training and the appropriate certification cards?

- A. The delivery driver
- B. The employer
- C. The Health and Safety Executive
- D. The manufacturer

24

When **must** a visual inspection of equipment be completed?

- A. Before each hire is sent out
- B. Only after it is returned from hire
- C. When a customer complains
- D. When it reaches five years old

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Where is an appropriate place to store equipment spares?

- A. An indoor organised area
- B. An internal office desk draw
- C. An outdoor area without cover
- D. An unused area in the yard

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Which of the following helps to maintain stock levels of high-demand hire items?

- A. Making all items available without assessing their condition
- B. Only repairing items that are urgently needed by customers
- C. Ordering new items only when all stock is hired out
- D. Using hire logs to identify frequently hired products

29

Which of the following is an example of air pollution?

- A. Boiling water
- B. Chemical spills
- C. Machinery emissions
- D. Packaging waste

26

When **must** a cash-paying customer pay?

- A. After receiving the items
- B. Between 30 and 60 days
- C. Following the hire
- D. In advance of hire

30

Which of the following can be completed to show the true availability of plant items?

- A. A maintenance report
- B. A manual stock check
- C. An invoice log
- D. An on-hire report

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A breach of confidentiality is likely to occur in a hire business when:

- A. entry to the building is not controlled by security
- B. staff discuss personal problems in the staff room
- C. staff wear identification badges on the premises
- D. systems to safeguard information are not secure

35

Which of the following is **key** when providing information to a customer?

- A. Reading from a script or website
- B. Speaking clearly and confidently
- C. Talking quickly and interrupting
- D. Using jargon and technical terms

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Hire software systems help a hire controller by:

- A. automatically updating customer details
- B. logging when equipment goes missing
- C. providing internet to all hire branches
- D. sending alerts for upcoming off-hires

37

Which of the following is an advantage of a customer review form?

- A. It highlights the best depot
- B. It identifies areas to develop
- C. It keeps hire records up to date
- D. It prevents loss of business

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Where can a hire controller find details of the customer's payment policy?

- A. In a product catalogue
- B. In their account details
- C. In their previous hire paperwork
- D. On the hire company website

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Which of the following is **key** for a hire company to introduce to encourage repeat custom?

- A. A fixed price list
- B. A joining discount
- C. A late return fine
- D. A reward system

33

Under the current Lifting Operations and Lifting Equipment Regulations (LOLER), what **must** an individual do if a piece of equipment is found to be faulty?

- A. Ask a colleague about it and add signage
- B. Continue using it and report it later in the day
- C. Fix it themselves and leave it in place
- D. Stop using it immediately and report it

34

What is the **main** purpose of a concrete mixer?

- A. To combine materials
- B. To flatten surfaces
- C. To move loads
- D. To store fuel

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Which of the following is a requirement under current data protection regulations when handling customer records?

- A. Deleting all customer records after one year of use
- B. Disposing of documents in general waste
- C. Ensuring personal information is stored securely
- D. Keeping customer records in a shared area

42

A customer has heard about a new product and wants to know if it will support their business needs. Which of the following is an appropriate way to help the customer make an informed decision?

- A. Ask the manufacturer to send some specifications and let the customer decide
- B. Explain that the new product may not be as good as the current one to discourage them
- C. Reduce the price of the current product and email them information about the new product
- D. Tell the customer that the current product works so there is no need to change it

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Which of the following buckets will typically help a customer dig into a road section efficiently?

- A. A bucket with teeth
- B. A side-cutting bucket
- C. The largest bucket available
- D. The smallest bucket available

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A customer visits the depot and asks to hire a specific item that is currently not in stock. Which of the following is an appropriate action to take?

- A. Confirm the hire and update the customer later on its availability
- B. Contact another depot and arrange a transfer if possible
- C. Substitute it with a different product and complete the order
- D. Tell the customer it is out of stock and cancel the request

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A drill is due for hire, but it is found to be missing its Portable Appliance Test (PAT) certificate. What is the appropriate action to take?

- A. Arrange for the drill to be serviced after the hire
- B. Hire out the drill and advise the customer to take care
- C. Find a replacement drill that has a valid PAT certificate
- D. Write a new PAT certificate and attach it to the drill

44

A customer contacts the hire desk and explains they need a machine urgently but do not have a trained or competent operator. An appropriate response in this situation is to:

- A. explain they must find a driver themselves or return the equipment
- B. inform them that anyone can operate it after some basic practice
- C. offer advice on trained operators available to hire for short-term use
- D. suggest they look up guidance online before using the equipment

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A customer wants to hire a machine for use in an area without a secure compound and is concerned about theft. What is the appropriate action to take?

- A. Explain that the cost of theft must be paid by the customer
- B. Inform the customer that it must be returned each night
- C. Offer a solution such as a container or remote immobiliser
- D. Refuse the hire due to the risk of theft at the location

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A customer places a large order for multiple large hire items. The hire controller is concerned that this may limit availability for other customers. Which of the following is an appropriate action to take?

- A. Discuss how long the hire would be for to support planning
- B. Increase the hire rate to reduce the quantity requested
- C. Refuse to accept the order unless fewer items are requested
- D. Suggest that the customer purchases the items instead

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A hire company receives a call from a customer stating that a site-specific risk assessment method statement (RAMS) is required before equipment can be used. The **next** step before the hire can proceed is to:

- A. arrange a site visit to complete a tailored RAMS for the location
- B. explain that generic RAMS can be used for any location
- C. inform the customer RAMS are not required for this hire
- D. request the customer arranges all RAMS documentation alone

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A customer is placing a large hire order and advises that they have their own hired-in plant insurance. What is the appropriate action to take?

- A. Accept verbal confirmation as it is their responsibility to ensure they are covered
- B. Ask to see a copy of the policy document to confirm it covers all items being hired
- C. Inform the customer that the insurance is not necessary as it is included in the hire
- D. Request that the customer provides an insurance payment receipt to prove it is in place

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A hire controller cannot locate the instruction leaflet for an abrasive saw. The customer is competent and experienced but company policy requires written instructions with every hire. What is the appropriate action to take?

- A. Demonstrate the saw in person and allow the hire to go ahead without the leaflet
- B. Follow company policy and explain that the item cannot be hired without the leaflet
- C. Proceed with the hire and record on their account that the leaflet was not provided
- D. Search online for instructions and send the customer a link before completing the hire

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Several customers have reported the same fault with a popular plant item currently on hire. What is an appropriate action for the hire controller to take?

- A. Advise customers to seek further training on the item to stop the issue
- B. Ask the workshop to test the item and seek supplier support if needed
- C. Issue the item to other customers to see if they experience the same fault
- D. Tell customers to keep using the item and monitor when the fault occurs







**Level
2**



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