

Paper Code: M-EPA-HCPTE2002

Level 2

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

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 marked.

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

M-EPA-HCPTE2002
ANSWERS

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

1

The **most** appropriate method to use to identify plant items is to:

- A. colour code them
- B. **issue them with a unique plant item number**
- C. tie a label around each item with unique information
- D. have a marked space for each item in the storage area

2

A customer advises that they have hired-in plant insurance. The **most** appropriate action to take is to:

- A. advise the customer that the insurance is included in the plant hire and they do not need this
- B. take no action as it is the customer's responsibility to ensure this is in place and all liability sits with them
- C. ask the customer for the amount they are covered for
- D. **ask to see a copy of the policy document so you can be sure they will be covered for all the items they hire**

3

A portable appliance test (PAT) checks that:

- A. **all electrical equipment and appliances are safe to use**
- B. new electrical equipment and appliances work
- C. new pieces of electrical equipment have user manuals
- D. all electrical equipment more than 5 years old is safe to use

4

Which of the following is **not** a characteristic that is protected under the Equality Act 2010?

- A. Sex
- B. **Location**
- C. Marriage/Civil Partnership
- D. Age

5

A requirement of the Provision and Use of Work Equipment Regulations (PUWER) is that:

- A. **equipment provided at work must be suitable and safe to use**
- B. equipment must be inspected every day by an external health and safety officer
- C. employees who are untrained to use equipment may use it if they feel confident to do so
- D. all employees must be trained to use every piece of equipment on site

6

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

7

Every employer has a responsibility to ensure:

- A. that written instructions are provided for every task
- B. all electrical equipment is tested annually
- C. **the health, safety and welfare of all employees**
- D. that employees are qualified in health and safety

8

According to the law, between finishing work one day and starting again the next, an employee is entitled to an uninterrupted rest of at least:

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

9

Waste materials from plant can be disposed of by:

- A. recycling in a waste metal skip
- B. sending to landfill sites
- C. recycling in specialist bins
- D. dumping into drains

10

A customer is digging into a road section. The type of bucket that will help them to complete this as efficiently as possible is:

- A. the largest bucket you have available
- B. a bucket with teeth
- C. the smallest bucket you have available
- D. a side-cutting bucket

11

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

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

12

A fault on an item is being reported by several different customers. The **most** appropriate action to take is to:

- A. issue the item to other customers to see if they experience the same fault
- B. tell the customers to only use the item when the fault does not occur
- C. advise the customers to seek further training on the item to minimise the possibility of faults occurring
- D. ask the workshop to use the item to identify the issue and advise on a solution to try to resolve, seeking advice from the supplier if necessary

13

Using a stock control system to maintain a minimum stock level is important as it will:

- A. quickly advise customers if a product is available
- B. allow stock to be held for important customers only
- C. prevent the need for manual spot checks
- D. reduce the communication needed with workshop staff

14

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

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

15

The **biggest** benefit of hosting customers at trade shows is to:

- A. show them any new products or developments in existing products
- B. be able to establish which are your most important customers
- C. tell them how you are better than your competitors
- D. encourage sales with free gifts

16

If a customer requires a substantial number of a large hire items, the **most** suitable way to ensure availability for another customer is to:

- A. increase the cost for more than 1 item to discourage them from hiring more
- B. advise that you cannot hire out more than 1 to any customer
- C. discuss how long the hire would be for to ensure availability to others
- D. advise them to purchase the item instead

17

The **main** purpose of undertaking a risk assessment is to:

- A. eliminate risks and lower costs
- B. identify hazards and reduce the risk of them causing harm
- C. identify hazards and notify the Health and Safety Executive (HSE)
- D. eliminate risks and inform the relevant authority

18

Alice is a training manager and needs to ensure each employee has the correct site card to access construction sites. Which card will the employees require?

- A. Health and safety card
- B. National insurance card
- C. The right to work in UK card
- D. Construction Skills Certification Scheme (CSCS) card

19

A customer calls asking to open an account but fails the credit check. The **most** appropriate action to take is to:

- A. inform them that unfortunately, you cannot do business with them until they have a valid credit status
- B. ask them to pay for this hire in advance and once a history is built up a credit account may be obtained
- C. hire the items they want anyway as you do not want to lose their business
- D. inform them that you will never be able to do business with them

20

Which of the following is the **best** method of reducing the environmental impact when operating plant vehicles?

- A. Using hybrid vehicles
- B. Idling the engine
- C. Regular maintenance
- D. Fitting a larger fuel tank

21

A customer wants to hire a machine in an area that does not have a secure compound and is worried about theft. The **most** appropriate action to take is to:

- A. allow the hire but inform the customer that they must pay for any damages or losses
- B. offer a solution such as a container or the addition of a remote immobiliser which can stop the engine from being started without a code
- C. refuse the hire as the machine is likely to be stolen
- D. inform the customer that they must return the plant to the yard each night

22

A customer calls and advises there is a site-specific risk assessment method statement (RAMS) needed. What should you do before the hire proceeds?

- A. Tell the customer that these are not required
- B. Send over generic RAMS and as these will be applicable to all sites
- C. Ask the customer to arrange this themselves
- D. Advise the customer that a site visit will need to take place before the hire commences to complete site-specific RAMS

23

If a customer has had an item stolen from the site, what do they need to submit an insurance claim?

- A. A picture of the stolen item
- B. The serial number of the item
- C. A crime reference number
- D. The colour of the item

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What technology would **most** likely be used on an excavator to avoid a collision?

- A. A tachometer
- B. Remote access
- C. A proximity sensor
- D. Real time data

25

Jenny has been asked to check the oil level on an item of plant. The **first** thing Jenny should do is:

- A. ask a colleague for help
- B. check the service manual for information
- C. put oil in the filter until it reaches the top
- D. check the latest maintenance report

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When pricing a product for a customer, it is **most** important to ask:

- A. the hire period they will be using the product for
- B. if they have hired the product from a competitor previously
- C. what competitor prices they have seen
- D. how much they are prepared to pay

27

Which of the following is **not** an example of a breach of General Data Protection Regulations (GDPR)?

- A. Sharing of customer information without prior consent
- B. Unauthorised alteration of customer data
- C. Leaving a company computer unlocked and unattended
- D. Sharing your personal data consensually with your line manager

28

It is approaching the end of the year and your manager wants to know how well the team have performed. Which of the following is **not** an effective method to evaluate the level of customer service your team has provided?

- A. Ask the team members how they think they have performed over the last year using a survey
- B. Consolidate the reviews left on your company's website
- C. Ask returning customers to complete an online survey based on their experiences
- D. Send an online questionnaire to all customers on your mailing list asking for feedback on the customer service they received

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A customer calls and states that they do not have anyone suitable to drive the machine they need. The **most** appropriate response is to:

- A. tell them that they must find someone suitable to drive the machine or return it
- B. suggest they look up instructions on the internet
- C. offer advice on operators that are available to hire for hourly rates
- D. inform them that anyone can use the machine with some practice

30

When testing a Stihl saw what is the **first** thing that you should do?

- A. Spray clean with a jet wash
- B. Fill with fuel
- C. Isolate the power
- D. Remove the blade

31

Which regulation states equipment **must** be checked before use?

- A. Provision and Use of Work Equipment Regulations 1998
- B. Control of Substances Hazardous to Health Regulations 2002
- C. Hire of Equipment Regulations 2001
- D. The Control of Noise at Work Regulations 2005

32

A good way to ensure that you have enough stock of the most popular items is to:

- A. ensure all items are put on a workshop bench when they need repair so that operatives know they need fixing and can do so quickly
- B. use hire logs to identify which products are commonly hired and communicate with the workshop to ensure they have a quick turnaround
- C. ensure every item is available as quickly as possible without a thorough check
- D. only fix items that are in desperate need of repair to ensure customers can hire the item without delay

33

A cash paying customer **must** pay:

- A. after delivery
- B. after the hire
- C. every 30 days
- D. in advance of hire

34

Who is responsible for ensuring site personnel have the current training and site cards?

- A. The employer
- B. All employees
- C. The Health and Safety Executive
- D. The operator

35

Your company policy requires that written instructions are always supplied with every item. You cannot locate the leaflet to go with an abrasive saw. However, you know the customer is a competent and experienced operator. You should:

- A. continue with the transaction, marking on the contract that no leaflet was supplied. Verbally confirm this with the customer and ask them to sign the contract to agree that they are a competent operator
- B. continue with the transaction, but search for an instructional leaflet on the internet and provide the customer with a link to any instructions that you find
- C. follow the company policy and explain to the customer that unfortunately, they are unable to hire the item without the leaflet
- D. advise the customer that the leaflet is not available. Continue with the transaction on the condition that the customer receives a thorough demonstration from you or another experienced colleague

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You would store spares for equipment in:

- A. an external compound exposed to weather
- B. a specific organised indoor parts area
- C. a steel container in the yard
- D. your desk

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An angle grinder would cause which type of environmental pollution?

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

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To show the true availability of plant items, you should complete:

- A. an off-hire report
- B. an on-hire report
- C. a stock check
- D. a maintenance report

39

Breaches of confidentiality are **most** likely to occur when:

- A. systems to safeguard organisational information are not secure
- B. staff are absent from work
- C. entry to the building is not controlled by security staff
- D. staff discuss personal problems in the staff room

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A customer has heard about a new product and wants to know if this item will help their business needs. It is **most** appropriate to:

- A. tell the customer that their current product works so there is no need to change it
- B. ask the manufacturer to send some specifications and let the customer decide
- C. reduce the price of their current product so that they keep it on hire
- D. tell the customer the product is not as good as their current product, to save costs

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Customer review forms assist a business by:

- A. identifying areas for improvement
- B. preventing loss of business
- C. maintaining hire records
- D. identifying the best performing depot

42

How often should plant equipment be inspected and maintained?

- A. When there is a quiet period, and the equipment can be taken out of use
- B. As often as you feel that it is necessary
- C. As often as the operator of the equipment feels that it is necessary
- D. As often as the manufacturer's maintenance instructions recommend

43

Which of the following would ensure that the correct piece of plant equipment has been identified?

- A. Colour coding
- B. Hire desk software system
- C. Specific individual plant number
- D. Number of stock

44

When providing information to a customer, it is **most** important to:

- A. speak quickly
- B. read from a script
- C. speak clearly and confidently
- D. ask someone else to advise them

45

A customer wishes to hire an item that is not in stock at your depot. The **best** course of action is to:

- A. call the next closest depot to see if you can have the item transferred in and advise the customer of any delay
- B. inform the customer that the item is currently unavailable, but you will contact them when it is back in stock
- C. accept the hire and explain to the customer later that the item is unavailable
- D. explain to the customer that the item is unavailable and provide them with a different product that is not required

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Hire software systems help a hire controller by:

- A. automatically updating customer accounts
- B. sending notification of upcoming off hired equipment
- C. providing good internet access
- D. logging lost hires

47

Paul is about to hire out a drill but he notices there is no Portable Appliance Testing (PAT) certificate with the machine. The **most** appropriate action would be to:

- A. hire out the item
- B. tell the customer to take care when using it
- C. find a replacement drill
- D. write a new PAT certificate

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An advantage of a customer review form is that it:

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

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Where can you find details of the customer's payment policy?

- A. On your company website
- B. In their previous hire paperwork
- C. In the company's product catalogue
- D. In the customer's account details

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As a hire controller, you are likely to have access to personal data and records for your customers. You **must**:

- A. ensure personal information and records are stored securely at all times
- B. delete all personal data after 1 year
- C. ensure all personal information and records for all team members are kept together in one place
- D. share personal information with others only if they ask for it







Level
2

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