

Paper Code: M-EPA-EEPSIEB3001-1

Level 3

Electrical, Electronic Product Service and Installation Engineer EPA Mock Multiple Choice Test - Brown Goods

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 **100 marks**, with a Pass being **66 marks**, Merit **76 marks**, and Distinction **90 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

Safe isolation is **best** defined as:

- A. disconnecting the installation from the live electrical supply
- B. ensuring there is no stored energy within the installation
- C. powering down the installation
- D. preventing access to the installation

2

Which of the following is **not** encouraged by the Waste Electrical and Electronic Equipment (WEEE) Regulations?

- A. Reuse
- B. Recovery
- C. Incineration
- D. Recycling

3

The hazard from using an extension lead is electricity and the likelihood of harm is increased if the cable is damaged. What happens to the severity?

- A. It stays the same
- B. It increases
- C. It reduces
- D. The severity increases but the likelihood reduces

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Bad sectors are found on a hard drive. This would **most** likely result in the:

- A. hard drive overheating
- B. hard drive becoming noisy
- C. loss or corruption of data on the hard drive
- D. hard drive using more power

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To obtain a reliable earth continuity reading on a desktop personal computer, you need to ensure that the:

- A. meter leads being used have a high resistance
- B. power cable is not damaged
- C. meter leads are fused
- D. computer case is plastic

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Who is responsible under the Waste Electrical and Electronic Equipment (WEEE) regulations 2013?

- A. Customers
- B. Businesses, public and third-party organisations
- C. Local government
- D. The EU

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Which of the following is a **human** factor in the cause of accidents?

- A. A lapse in concentration
- B. A wet kitchen floor
- C. A noisy computer fan in a workplace
- D. Late arrival for work due to transport problems

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A customer complains that they are not getting notifications on their phone from their smart doorbell. The settings that could be reviewed **first** are the:

- A. connected devices settings
- B. privacy settings
- C. accessibility settings
- D. battery performance settings

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An appliance in the dark green efficiency label category can be described as:

- A. not very efficient
- B. having high CO2 emissions
- C. very efficient
- D. having a high water consumption

10

Carrying out a systematic risk assessment and controlling the risks identified can:

- A. increase the likelihood of accidents and ill health
- B. increase the severity of injury
- C. reduce the amount of documentation required
- D. reduce the likelihood of accidents

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A **human** factor related to the use of a machine that requires a significant physical effort to operate is the:

- A. individual strength of the operator
- B. position in the workplace where the machine will be used
- C. condition of the workplace where the machine will be used
- D. time that the machine is in use on a daily basis

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EU regulations specify that non-networked electrical devices sold after 2013 cannot have a standby power greater than:

- A. 0.5 watts
- B. 1 watt
- C. 2 watts
- D. 5 watts

13

Which of the following connection methods will **not** support full HDMI when connecting a laptop to a monitor?

- A. VGA cable
- B. HDMI cable
- C. USB-C cable
- D. Display port cable

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Loss of power during a BIOS upgrade is **most** likely to cause:

- A. slow system performance
- B. no sound
- C. the system to become unusable
- D. the system to become unstable

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No action is required and no documentary records need to be kept if the risk is evaluated as:

- A. intolerable
- B. substantial
- C. trivial
- D. moderate

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BS EN50361 is the British standard for which measurement related to the use of mobile phones?

- A. Specific absorption rate related to human exposure to electromagnetic fields from mobile phones
- B. The use of lithium cells and batteries for portable applications
- C. The secure storage and disposal of sensitive materials and devices
- D. The quality of design and functionality to meet accessibility and inclusion requirements

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Which of the following makes a laptop **less** efficient?

- A. Disconnecting all peripheral devices
- B. Using a charger regardless of battery power level
- C. Enabling power-saving mode
- D. Shutting down the computer when not in use

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A suitable and sufficient risk assessment of the workplace can benefit the employer by demonstrating that:

- A. all staff have received relevant training
- B. the workplace is safe as far as is reasonably practicable
- C. members of the public cannot trespass on the premises
- D. opportunities for civil claims will be limited

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What is the **maximum** POE (Power Over Ethernet) voltage?

- A. 5V
- B. 12V
- C. 24V
- D. 48V

20

What is the **most** likely outcome if the earth wire on an appliance has a loose connection?

- A. The fuse in the plug top may fail prematurely
- B. The insulation reading on the test meter will decrease
- C. The appliance may stop working correctly
- D. The resistance reading on the test meter will increase

21

The picture has turned off from a projector abruptly and is now only displaying 'source detect'. It is connected via HDMI. What would be the **first** step to finding the fault?

- A. Check the HDMI connection
- B. Check the laptop is still on
- C. Check the projector is on
- D. Check projector lamp hours

22

An alarm installation company is risk assessing falls from height when staff are using ladders. The hazard is injury falling from height; the likelihood is high because of the frequency with which this operation occurs. Which is the **most** effective control to reduce the likelihood of the hazard occurring?

- A. Introduce mobile elevated work platforms to minimise ladder work
- B. Train the staff in the safe use of ladders and ensure their inspection prior to use
- C. Introduce fall arrest equipment
- D. Always have 2 people for each task requiring ladders – one to act as a footer

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Which program is an example of ransomware that can prevent access to files on a PC?

- A. BitLocker
- B. File Vault
- C. CryptoLocker
- D. CryptoVault

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To protect themselves from hazards, an employee should:

- A. complete the task assigned regardless of hazards
- B. be aware of personal safety and avoid taking risks
- C. only use fire safety rules when required
- D. always have safety clothing nearby

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The computer component that drains the **most** energy is usually the:

- A. random-access memory (RAM)
- B. optical drive
- C. graphics processing unit (GPU)
- D. solid state drive (SSD)

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Tools should be checked if they are fit for purpose by:

- A. doing an insulation test on the handle of a screwdriver once a year
- B. testing them until they break
- C. visually ensuring the safe condition of the insulation and all other parts prior to use
- D. ensuring that they meet the ISO8573 standard

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Which of the following is **most** likely to cause occasional picture breakup while watching Netflix on a television?

- A. A loose network cable
- B. Atmospheric
- C. A drop in internet bandwidth
- D. The television software is out of date

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Who should be consulted when carrying out risk assessments?

- A. Employees and their representatives
- B. The local authority
- C. The Health and Safety Executive
- D. A health and safety consultant

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What is the **most** appropriate way to deal with any waste produced as a result of your business operations?

- A. Waste must be documented and labelled
- B. Waste must be stored safely, treated and collected or recycled
- C. Waste must be separated into individual sections
- D. Waste must be disposed of by any means possible

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Insulation resistance testing of an appliance will tell you if:

- A. a component has a connection from live to earth or neutral to earth
- B. there is a poor earth connection on the appliance
- C. there is a short circuit on the earth connection to the chassis of the unit
- D. a component has gone open circuit on the live to neutral path

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Which of the following is required for a mobile phone to cast to a television when they both have compatible casting capabilities?

- A. Mobile phone battery fully charged
- B. Mobile phone and television on the same network
- C. Mobile phone is placed within two metres of the television
- D. Mobile phone and television on different networks

32

A warehouse uses numerous forklift trucks for picking stock and putting deliveries away. Staff from production may also come into the warehouse to collect items. Risk assess the severity and likelihood of an accident occurring.

- A. Severity high x likelihood high
- B. Severity high x likelihood low
- C. Likelihood high x severity low
- D. Likelihood low x severity low

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Which component stores the time and date settings of a PC?

- A. CPU socket
- B. CMOS chip
- C. BIOS chip
- D. RAM chip

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Using PowerShell, what cmdlet would you run to find an IP address of a website?

- A. Test-NetConnection
- B. Get-NetIPConfiguration
- C. Nslookup
- D. Resolve-DnsName

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The **first** principle of safe movement is to:

- A. pick up the load to test its weight
- B. pick up the load to test its stability
- C. adopt a stable base
- D. stop and think

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If the random-access memory (RAM) is faulty on a customer's desktop personal computer this will **most** likely cause:

- A. high levels of fan noise
- B. faster battery drain
- C. random system crashes
- D. no sound being produced by the speakers

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The **main** reason for having a circuit breaker on an electrical system is to:

- A. protect electrical equipment from damage
- B. stop the flow of electricity if there is a fault
- C. enable additional appliances to be used in the circuit
- D. govern the amount of electricity used

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Flammable chemicals **must** be stored:

- A. in the same containers as other hazardous wastes
- B. with tools and equipment
- C. in a cool, dry place away from heat and sunlight
- D. in an upright position

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An environmental factor that is **most** likely to impact insulation resistance testing is:

- A. excessive moisture
- B. low lighting
- C. excessive dust
- D. poor ventilation

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When replacing a traditional external security camera with a smart camera, the **most** important thing to check before commencing installation is that:

- A. the bracket and cabling can be re-used
- B. there is a strong enough Wi-Fi connection at the location where the smart camera is being installed
- C. the smart camera can be set with the correct level of motion sensitivity
- D. you can share the live video streams with the rest of the family

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The Electricity at Work Regulations requires that:

- A. all portable electrical equipment must undergo portable appliance testing (PAT) every 12 months
- B. all portable electrical equipment must undergo portable appliance testing (PAT) by an electrician
- C. employers replace electrical equipment every 7 years
- D. all electrical systems shall be maintained so as to prevent danger

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A voltage pen or voltage stick is sometimes used to help confirm an appliance is isolated from the mains supply. To ensure this is fit for purpose you should:

- A. put the device near the supply cable of the isolated appliance and ensure it does not emit a light or a sound
- B. change the batteries in the device prior to using it
- C. test the voltage pen or stick on the metal cabinet of the appliance, if it does not emit a light or a sound this proves the voltage pen or stick is fit for purpose
- D. test the voltage pen or stick near a supply cable of an appliance that is connected to the mains. If it emits a light or a sound this proves it is working and can be used

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Which of the following components are required for a computer to POST (Power On Self Test)?

- A. Motherboard, RAM, CPU and power supply
- B. Power supply, motherboard and CPU
- C. Power supply, hard drive, CPU, motherboard and RAM
- D. Motherboard, RAM, CPU, video card and power supply

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A requirement of **employees** under health and safety law is to:

- A. pay for additional required training
- B. provide their own safety equipment
- C. sign a disclaimer in case of an accident
- D. cooperate with their employer

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High temperature and humidity are **most** likely to impact insulation resistant testing by causing readings that are:

- A. increasing
- B. lower
- C. fluctuating
- D. higher

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In order to protect an electrical product from the ingress of moisture during transportation, it **must** be:

- A. kept in an ambient storage container
- B. packed with shock indicators
- C. wrapped in plastic film
- D. wrapped in corrugated board

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A user complains that their games console will not power on. What would be the **first** step in the fault finding process?

- A. Remove the disc from the product
- B. Clean the fan
- C. Check the product is plugged into the mains
- D. Ask the user what error code was displayed last

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Which of the following groups are employers liable for in terms of health and safety?

- A. Employers, employees and their families
- B. Customers, employees and contractors
- C. Employees, friends and on-site visitors
- D. Contractors, customers and unauthorised visitors

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What is meant by the phrase 'rebooting the computer'?

- A. Scanning the computer
- B. Turning the computer off
- C. Restarting the computer
- D. Installing a program

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Which of the following **best** describes a fail-safe device?

- A. If there is a fault, the equipment remains safe
- B. If a fault develops, the equipment may be dangerous to use
- C. The equipment has a manual switch that can be operated if a fault occurs
- D. Only persons that have been trained can use the equipment









Level
3

Highfield Qualifications

Highfield House
Heavens Walk
Lakeside
Doncaster
South Yorkshire
DN4 5HZ
United Kingdom

01302 363277
info@highfield.co.uk
www.highfieldqualifications.com