

Paper Code: M-EPA-EEPSIE3002

Level
3

Electrical, Electronic Product Service and Installation Engineer EPA Mock Multiple- choice Test - Generic

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

What is risk control?

- A. The act of transferring all risks to the responsible person
- B. The evaluation of risks associated with a particular task
- C. The measures taken to minimise or mitigate potential risks
- D. The process of eliminating all hazards in the workplace

2

Which of the following is a requirement of **employees** under health and safety law?

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

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If a risk is evaluated as **trivial**:

- A. action is required and documentary records must be kept
- B. action is required but documentary records do not need to be kept
- C. no action is required and no documentary records need to be kept
- D. no action is required but documentary records must be kept

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Which of the following is a benefit of conducting a systematic risk assessment and controlling the risks identified?

- A. It decreases the amount of training staff need
- B. It decreases the severity of injury
- C. It reduces accidents
- D. It reduces the amount of documentation required

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To prevent accidental injury when delivering a new product, what should individuals **first** ensure?

- A. That old equipment has been removed from the property
- B. That the product can be carried by 1 person
- C. That the product is in working order
- D. That there is a clear path to transport the product in

6

Which of the following environmental factors typically impacts insulation resistance testing?

- A. Excessive dust
- B. Excessive moisture
- C. Low lighting
- D. Poor ventilation

7

How should **employees** check that tools are fit for purpose?

- A. By annually conducting an insulation test on all non-metal parts of tools prior to further use
- B. By conducting a variety of durability tests
- C. By ensuring they meet the ISO8573 standard
- D. By visually ensuring the safe condition of the insulation and all other parts prior to use

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Which of the following is encouraged by the current Waste Electrical and Electronic Equipment (WEEE) Regulations?

- A. Burning and recovery
- B. Dumping and reselling
- C. Recovery and recycling
- D. Repurposing and remixing

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What size fuse **must** be used in the plug top of an appliance with a heater?

- A. 3A
- B. 5A
- C. 10A
- D. 13A

10

To ensure safe working conditions, isolating equipment involves disconnecting it from:

- A. any incoming gas supply
- B. any source of live electricity
- C. other household items
- D. other nearby devices

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Which of the following personal protective equipment (PPE) is **key** when transporting hazardous materials?

- A. Ear defenders
- B. Face mask
- C. Hair net
- D. Hard hat

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How can organisations promote sustainable procurement practices?

- A. By engaging in last-minute purchases
- B. By focusing on the cost-effectiveness of suppliers
- C. By prioritising environmentally friendly suppliers
- D. By reducing supplier evaluations

13

Which of the following are automatic drying sensors and low-power mode examples of?

- A. Energy-saving features
- B. Out-dated technology
- C. Selectable programmes
- D. Settings that complete tasks faster

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What effect can high levels of humidity have on certain electrical devices?

- A. It decreases the electrical power consumption
- B. It improves performance
- C. It increases the appliance's lifespan
- D. It reduces performance

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A floor has become wet and is now slippery. What type of hazard is this?

- A. Electrical
- B. Environmental
- C. Ergonomic
- D. Organisational

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What does the kitemark symbol used on electrical equipment indicate about the equipment?

- A. It can safely be connected to a 230V supply
- B. It exceeds the minimal legal requirements in the UK
- C. It has been fitted with 13A plug top and the correct rating of fuse
- D. It has been tested in Europe and is certified as safe to use

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What is the **maximum** recommended weight an adult male should lift on their own?

- A. 25kg
- B. 35kg
- C. 40kg
- D. 60kg

18

Appliances with advanced technology and smart features are:

- A. less energy efficient
- B. less expensive
- C. more durable
- D. more expensive

19

On a test meter, which reading is ideal for showing an earth wire is effective?

- A. A high resistance reading
- B. A low resistance reading
- C. A minimum of 5 volts
- D. A reading as close to zero as possible

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A suitable and sufficient risk assessment being conducted can benefit the **employer** by ensuring that:

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

21

If an item is too heavy for an individual to move on their own, what is the appropriate action to take?

- A. Ask the customer to move the item
- B. Carry on attempting to move the item
- C. Rebook for a two-person visit to move the item
- D. Slide the item across the floor to move it

22

An appliance overheating will typically lead to:

- A. decreased energy consumption
- B. decreased performance
- C. reduced operational noise
- D. reduced screen flickers

23

What does insulation resistance testing of an appliance provide information on?

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

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A voltage pen or voltage stick is sometimes used to help confirm an appliance is isolated from the mains supply. Which of the following ensures the device is fit for purpose?

- A. Changing the device's batteries prior to use and then ensuring it emits light or sound
- B. Placing the device near the supply cable of an isolated appliance and ensuring it does not emit light or sound
- C. Putting the device on a metal cabinet of an appliance and ensuring it does not emit light or sound
- D. Testing the device near the supply cable of a mains-connected appliance and ensuring it emits light or sound

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Which of the following is **not** a main aim of the WEEE regulation?

- A. Dispose of waste chemicals safely
- B. Help prevent fly tipping
- C. Increase the re-use of electrical waste
- D. Reduce the quantity of electrical waste

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Where **must** flammable chemicals be stored?

- A. In a cool, dry place away from heat and sunlight
- B. In a place which has direct sunlight
- C. In an area with tools and equipment
- D. In the same container as other hazardous waste

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What is the **first** appropriate diagnostic step to take upon notification of a fault?

- A. Disconnect the appliance
- B. Order spares immediately
- C. Question the user
- D. Write off the appliance

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What does an energy efficiency label provide information about?

- A. Downloading the unit's manual
- B. Safely disposing of the unit
- C. The appliance's performance
- D. The price of the appliance

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It is an **employer's** duty to ensure that new starters:

- A. are competent, trained and have the correct tools for the job
- B. have their van, tools and other equipment ready before they start
- C. obtain copies of all user manuals
- D. pass a health and safety test

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What is the correct order for conducting a risk assessment?

- A. Assess, control, identify, review and record
- B. Assess, review, identify, control and record
- C. Identify, assess, control, record and review
- D. Identify, record, assess, review and control

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What is the **main** reason for having a circuit breaker on an electrical system?

- A. To enable additional appliances to be used in the circuit
- B. To govern the amount of electricity used
- C. To improve the efficiency of the system
- D. To stop the flow of electricity if there is a fault

32

What does a lone worker being 'monitored' usually mean?

- A. The worker can be seen via workplace CCTV
- B. The worker has a GPS app on their phone which is checked on
- C. The worker is being checked on and regular updates are requested
- D. The worker is within sight of their superior

33

What is the **least** likely result of a single component failure?

- A. Complete breakdown
- B. Less efficient working
- C. Normal operation
- D. Partial breakdown

34

Where is the **most** appropriate place to find more information about the error codes of an appliance?

- A. A colleague
- B. Technical bulletins
- C. The instruction manual
- D. The service manual

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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. 1.5 watts
- C. 2.5 watts
- D. 3.5 watts

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Knowing the sequence of steps when equipment is **first** switched on can help to identify:

- A. a faulty component if the sequence stops
- B. how to use the equipment effectively
- C. which circuit is a short circuit at each step
- D. which circuit is an open circuit at each step

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Which appliance function is used to identify the presence of faulty electrical components or circuits?

- A. Diagnostic mode
- B. Investigation mode
- C. Power-saving mode
- D. Self-cleaning mode

38

What can overloading appliances beyond their designated capacity lead to?

- A. Extended lifespan and durability
- B. Improved efficiency and performance
- C. Increased durability and potential breakdowns
- D. Reduced efficiency and potential breakdowns

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After doing safety tests on an appliance or electrical equipment, what is the **next** step in finding the reported fault?

- A. Check the service manual
- B. Inspect the components to damage
- C. Replace each component until the fault clears
- D. Run a test cycle

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A warehouse uses forklift trucks for picking stock and putting deliveries away. Staff from production may also come into the warehouse to collect items. How is a risk assessment of the severity and likelihood of an accident occurring calculated?

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

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Which of the following should an engineer complete when checking the explanation for a displayed code?

- A. Inspect the wiring to the faulty component
- B. Replace the indicated faulty component
- C. Replace the main printed circuit board (PCB)
- D. Start with the simplest explanation

42

Which of the following is good practice if a singular component is being replaced?

- A. Inspecting associated components for breakdown
- B. Only inspecting associated components if they are reported faulty
- C. Replacing associated components regardless of the fault
- D. Taking no action with any associated components

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What can poor ventilation for electrical equipment result in?

- A. Component overheating
- B. Excessive moisture on the PCB
- C. Loss of Bluetooth signal
- D. Low insulation resistance

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What should be checked if the insulation resistance test result is low on a new appliance?

- A. The appliance's location
- B. The appliance's run time
- C. The insulation tester's batteries and leads
- D. The RCD trips when the test button is pressed

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What does an earth wire do?

- A. Conducts a fault current to the ground and trips the safety devices
- B. Conducts electricity from the live conductor
- C. Protects the 13A socket and plug top from short circuits
- D. Protects the user from an open circuit on the motor

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Which of the following should be checked **first** if an appliance does not switch on?

- A. That the display panel is on
- B. That the socket has power
- C. The control plug for damage
- D. The plug top fuse to see if it is intact

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What does PAT testing involve?

- A. Checking the efficiency of appliances
- B. Cleaning and repairing appliances
- C. Inspecting the physical appearance of appliances
- D. Performing visual and electrical tests on appliances

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How can a service manual help with fault finding?

- A. It describes how to dismantle the appliance in stages
- B. It explains how to calculate the production dates
- C. It features flow charts to explain the programme steps
- D. It shows the spares diagrams

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

- A. Adverse weather conditions
- B. A lapse in concentration
- C. Late arrival for work due to transport problems
- D. Using sharp equipment in the job role

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Which is an energy efficient feature on an electrical device?

- A. Auto standby
- B. Brighten backlight
- C. Self-clean
- D. Software upgrade

Level 3

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