

Paper Code: M-EPA-EEPSIE3001-1
Level 3

Electrical, Electronic Product Service and Installation Engineer Generic - EPA Mock Multiple Choice 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 **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

Risk Control is the:

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

2

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

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

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The **benefit** of carrying out a systematic risk assessment and controlling the risks identified is that it:

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

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

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

6

Which environmental factor is **most** likely to impact insulation resistance testing?

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

7

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

- A. annually carrying out an insulation test on all non-metal parts of tools prior to further use
- B. carrying out a variety of durability tests
- C. ensuring they meet the ISO8573 standard
- D. 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 Waste Electrical and Electronic Equipment (WEEE) Regulations?

- A. Recovery and resale
- B. Recovery and recycling
- C. Remix and resale
- D. Repurpose and remix

9

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

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

10

Safe isolation is the disconnection of equipment from:

- A. the live electrical supply
- B. the incoming gas supply
- C. other devices
- D. other appliances

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When transporting hazardous materials, which PPE is **most** suitable?

- A. Hair net, first aid kit, body suit and safety boots
- B. Gloves, body suit, safety glasses and face mask
- C. Ear defenders, body suit, gloves and first aid kit
- D. Safety glasses, face mask, hair net and safety boots

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Organisations can promote sustainable procurement practices by:

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

13

Automatic drying sensors and low-power mode are examples of:

- A. energy-saving features
- B. settings that complete tasks faster
- C. out-dated technology
- D. selectable programmes

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The environment's level of humidity impacts some appliances by:

- A. reducing performance
- B. improving performance
- C. increasing the appliance's lifespan
- D. decreasing the electrical power consumption

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

- A. Occupational
- B. Organisational
- C. Chemical
- D. Environmental

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The kitemark symbol used on electrical equipment indicates that the equipment:

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

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The **maximum** recommended weight one person should lift on their own is:

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

18

Appliances with advanced technology and smart features are:

- A. more expensive
- B. more durable
- C. less energy efficient
- D. less 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 is as close to zero as possible

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

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

21

If an item is too heavy for an individual to move on their own, what is the **best** course of action?

- A. They should take their time moving the item
- B. Rebook for a 2-person visit
- C. Get the customer to help with moving the item
- D. Take it apart and carry it in sections

22

An appliance over-heating will **most** likely lead to:

- A. further power usage
- B. excessive and increased noise
- C. any screens to flicker
- D. a decrease in performance

23

Insulation resistance testing of an appliance will provide information on whether:

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

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

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

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Flammable chemicals **must** be stored in:

- A. an upright position
- B. a place which has direct sunlight
- C. the same container as other hazardous waste
- D. a cool, dry place away from heat and sunlight

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An appliance keeps tripping the RCD. Which is the **best** method to isolate the fault?

- A. Disconnect each component until the RCD stops tripping
- B. Disconnect each component until the insulation resistance reading increases
- C. Disconnect each component until the insulation resistance reading decreases
- D. Disconnect all of the components and replace them one at a time

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An energy efficiency label gives information about:

- A. safely disposing of the unit
- B. the price of the appliance
- C. the appliance's performance
- D. downloading the unit's manual

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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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Which is the correct order for carrying out a risk assessment?

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

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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

32

A lone worker being 'monitored' usually means:

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

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The **least** likely result of a single component failure is:

- A. less efficient working
- B. partial breakdown
- C. normal operation
- D. complete breakdown

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

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

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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

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

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

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

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

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Overloading appliances beyond their designated capacity can lead to:

- A. extended lifespan and durability
- B. increased durability and potential breakdowns
- C. reduced efficiency and potential breakdowns
- D. improved efficiency and performance

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

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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. How would a Risk assessment of the severity and likelihood of an accident occurring be calculated?

- 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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When checking the explanation for a displayed code, you **must**:

- A. replace the indicated faulty component
- B. inspect the wiring to the faulty component
- C. replace the main PCB
- D. start with the simplest explanation

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If a singular component is being replaced, it is good practice to:

- A. replace associated components regardless of the fault
- B. inspect associated components for breakdown
- C. only inspect associated components if they are reported faulty
- D. take no action with any associated components

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Poor ventilation for electrical equipment may result in:

- A. excessive moisture on the PCB
- B. overheating
- C. loss of Bluetooth signal
- D. low insulation resistance

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

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

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An earth wire:

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

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

- A. The control plug
- B. The plug top fuse
- C. The socket
- D. The display panel

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PAT testing involves:

- A. cleaning and repairing appliances
- B. checking the efficiency of appliances
- C. inspecting the physical appearance of appliances
- D. performing visual and electrical tests on appliances

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A service manual can help with fault finding as it:

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

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

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

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Which is an energy efficient feature on an electrical device?

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

Level 3

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