

Paper Code: M-EPA-AGSFO3001
Level 3

Aviation Ground Specialist – Flight Operations EPA Mock Multiple-choice Test

Information for registered Centres

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

Information for candidates

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

This examination consists of **30 multiple-choice** questions. The minimum pass mark is 18 correct answers.

Candidates will achieve a **MERIT** if they correctly answer 21 or more of the questions

Candidates will achieve a **DISTINCTION** if they correctly answer 24 or more of the questions.

The duration of this examination is **60 minutes**.

The apprentice will be given 10 minutes to read the question paper before attempting to provide any answers.

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)  **ANSWER COMPLETED CORRECTLY**

Examples of how NOT to mark your Examination Answer Sheet (EAS). These will not be recorded.

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

01 (A) (B)   **DO NOT** use ticks or crosses
ANSWER COMPLETED INCORRECTLY

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

01 (A) (B) (C)  **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

You have been told by a colleague that a flight will be delayed due a technical issue. There is little information so far, but the captain has said that an item on the Minimum Equipment List (MEL) is broken. The **most** appropriate course of action is to:

- A. check the schedule to see if that aircraft was due to fly other routes into/out of your station
- B. contact the operator's operations department to see if it wishes to cancel the flight
- C. ensure that engineers are attending the aircraft and confirm if they have a spare of the item available
- D. send all staff to do other jobs, due to the technical issue they are no longer needed at the flight

2

A flight has been delayed by several hours and one member of cabin crew is nearing their maximum Flight Duty Period (FDP). With regards to them continuing work, which of the following is **not** an appropriate action?

- A. The crew member can refuse to operate beyond their FDP
- B. The captain may be able to use 'commander's discretion' to extend the FDP
- C. The operator's rostering department should be contacted
- D. The crew member can take a break during the delay to extend their FDP

3

An aircraft is fully boarded and loaded but the APU has failed. This means:

- A. the outside air temperature is below freezing
- B. a Ground Power unit (GPU) and airstart will be required
- C. the crew must perform an engine run before departure
- D. air conditioning packs will not operate

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The flight plan for one of your flights uses a Conditional Route (CDR) for its routing, but a Notice to Airmen (NOTAM) is in force that has closed that particular CDR. This means that:

- A. item 15 on the field flight plan should be amended and a message with the code 'CHG' should be sent
- B. the flight must be delayed and a message with the code 'DLA' should be sent
- C. the crew can contact air traffic control in order to use the CDR
- D. the flight should be cancelled and a message with the code 'CNL' should be sent

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While you are working in the operations office an ASM is received automatically via one of the printers. An ASM is an:

- A. Aircraft Shipping Manifest
- B. Acknowledge Service Message
- C. Airline Station Maintenance
- D. Ad-Hoc Schedules Message

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Two of your team are sick, and you cannot cover all the workload. If this results in a two-hour delay to a flight, the **greatest** commercial implication for the operator is likely to be:

- A. passenger care and assistance
- B. downline schedule changes
- C. fuel and maintenance
- D. passenger compensation

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An aircraft develops a technical fault and must be grounded. There is a spare UK-registered aircraft on station, but the Airworthiness Review Certificate (ARC) has been suspended. Can this aircraft be used to operate instead?

- A. No
- B. Yes, if the captain signs a new ARC
- C. Yes, if the aircraft operates not above FL100
- D. Yes, if the flight only operates domestically

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A flight departs late due to the aircraft arriving late on its previous sector. The operator has not stated their own delay codes. The **most** appropriate action is to:

- A. not send the aircraft movement message (MVT)
- B. contact the operator before sending the aircraft movement message (MVT)
- C. send the aircraft movement message (MVT) without a delay code
- D. send the aircraft movement message (MVT) with delay code 93

9

You take over as a supervisor, responsible for a team of staff. One of them informs you that they have not had any feedback on their performance for over a year. This means:

- A. you should implement an appraisal system
- B. the previous supervisor was in breach of ICAO legislation
- C. you must implement a reward system
- D. the previous supervisor was not complying with the law

10

Following recommendations from the operator, you make a safety-critical change to one of your local procedures and print out a notice detailing the change. The **most** appropriate action is to:

- A. inform all your staff verbally of the notice by the end of the shift
- B. ensure staff read and sign as having read the notice before working
- C. give each staff member a copy of the notice to read at their leisure
- D. leave a copy of the notice on the noticeboard for staff to read

11

While working in the air traffic control tower, the controller passes you details of wind shear from a pilot report. You would **not** expect to receive details of:

- A. the height or height band of the occurrence
- B. the time the wind shear was encountered
- C. aircraft configuration changes the crew were forced to make
- D. speed changes, whether laterally or vertically

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As an accredited Meteorological Observer, you are required to check SAMOS readings and produce a routine meteorological report. The visibility is 4000m in the sector 360° - 240°, 1900m in the sector 241° - 290°, and 5000m 291° - 359°. This would be reported as:

- A. 4000m
- B. 4000m 1900m W
- C. 5000m 1900m W
- D. 5000m

13

The airfield operations department contact you to inform you that the runway is 'wet wet wet'. During their inspection of the runway, they have found that:

- A. the assessed area has changed colour due to moisture
- B. the assessed area is covered with a film of water
- C. more than 25% of the assessed area is covered with water more than 3mm deep
- D. more than 50% of the assessed area is covered with water more than 3mm deep

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All your systems in the office have failed due to a power cut, but you still have a usable handheld VHF radio. You would still be able to obtain:

- A. meteorological aerodrome report (METAR) via the Automatic Terminal Information Service (ATIS)
- B. terminal aerodrome forecast (TAF) via the Automatic Terminal Information Service (ATIS)
- C. meteorological aerodrome report (METAR) via the Airmen's Meteorological Advisory (AIRMET)
- D. terminal aerodrome forecast (TAF) via the meteorological information for aircraft in flight (VOLMET)

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You work in a ground operations office and have an urgent message for the crew of a flight that was airborne an hour ago. The **most** appropriate method for you to deliver the message is via:

- A. VHF
- B. UHF
- C. CPDLC
- D. ACARS

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On a surface pressure chart, you see a blue line with triangles lying across the route of the flight. This would mean there is a possibility of:

- A. cold temperatures, nil wind and clear skies
- B. showers, possible hail, turbulence or icing
- C. sunshine, but with strong vertical draughts
- D. warm temperatures, drizzle and low cloud

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In the tower, the QNH has changed and pilots must be informed. The correct transmission is:

- A. 997 hectopascals
- B. 997 millibars
- C. QNH 997 hectopascals
- D. QNH 997 millibars

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Working in an airside operations department, you notice that a Special Weather Report (SPECI) has been issued. A SPECI would **not** be produced:

- A. at the same time as a meteorological aerodrome report (METAR)
- B. when the temperature changes by 2°
- C. at the start of a storm
- D. during low visibility procedures (LVPs)

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An Airmen's Meteorological Advisory (AIRMET) lists the following for the area you are concerned with: 2/3STSC SFC/2000 4-6/8SC 1500-2500FT/7000. This means that the cloudbase is forecast to be at:

- A. 2000 feet
- B. 1500-2500 feet
- C. ground level
- D. 7000 feet

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The airfield operations department call you to inform you that all transmissometers are out of service. This would mean that you are **unable** to provide the:

- A. meteorological visibility
- B. cloud layers
- C. runway surface state
- D. runway visual range (RVR)

21

In order to access the apron, you must cross the airside road. When crossing you **must** avoid:

- A. using designated staff walkways
- B. crossing during night hours
- C. running
- D. wearing conspicuous personal protective equipment (PPE)

22

Mandatory ramp safety training is provided to employees of your company. Which of the following is **not** a measure that can be used to reduce the incidence of slips?

- A. Boots with cleated outsoles
- B. Tensator-style barriers
- C. High-friction surfacing paint
- D. Handrails

23

The responsibility of de-icing aircraft makes up part of your role. For the recommendations of storing and handling de-icing fluid, you would consult:

- A. CAP393
- B. IATA DGR
- C. HASAWA
- D. COSHH

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The **first** action you would take on discovering a fire in your workplace would be to:

- A. raise the alarm
- B. evacuate the building
- C. close doors and windows
- D. phone the fire service

25

You are asked by your manager to submit a RIDDOR report. This could be as a result of:

- A. a flight departing significantly late
- B. an item of ground support equipment becoming unserviceable
- C. staff overtime increasing significantly over the previous month
- D. an employee breaking their leg

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When waking up for an early morning shift, you feel fatigued and unable to fully concentrate. You should:

- A. drink an extra cup of coffee before leaving for, or when arriving at work
- B. not work outside
- C. call your line manager to see if there is any non-operational work you can do
- D. only drive ground support equipment if you do not cross on to the manoeuvring area

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A cargo shipment is travelling which contains 'dry ice'. Which of the following is **not** a hazard directly associated with dry ice?

- A. Explosion
- B. Contact burns
- C. Cold temperatures
- D. Release of carbon dioxide

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There is a foam fire extinguisher located in your workplace. The **most** appropriate fire to use a foam extinguisher on is a:

- A. Class K fire
- B. Class B fire
- C. Class C fire
- D. Class D fire

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The responsibility for people's safety lies with:

- A. your line manager
- B. the aerodrome manager
- C. the health and safety representative
- D. everyone

30

While walking to the ramp you see a rectangular green sign with arrows and figures of people on it. This is likely to be a:

- A. road traffic sign
- B. ground support equipment parking area sign
- C. passenger route sign
- D. fire assembly point sign





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