

Paper Code: M-EPA-AGOC2001
Level 2

Aviation Ground Operative - Core 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 the candidate use an unsealed examination paper.

This examination consists of **30 multiple-choice** questions. The minimum pass mark is 18 correct answers.
The duration of this examination paper is **60 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

You spot a plastic bag being blown across the apron. This is:

- A) foreign object debris, and, if it is safe to do so, you should pick it up and place it in the appropriate bin
- B) litter; you should pick it up, unless you are busy
- C) foreign object damage, and you should inform the airport authority
- D) foreign object debris; you should find out who dropped it and ask them to retrieve it

2

On your lunch break, in an airside coffee shop, you spot an unattended bag. The **most** appropriate course of action is to:

- A) see if you can identify the owner of the bag and, if not, call airport security
- B) check to see if there's anything dangerous in the bag
- C) call your manager immediately
- D) do nothing, as passengers often leave their bags unattended when buying coffee

3

Two of the international organisations that are responsible for governing safety and protection regulations in aviation are:

- A) IATA and DfT
- B) EASA and CAA
- C) ICAO and IATA
- D) ICAO and DfT

4

In order to be compliant, when working in a high-noise area such as the ramp, you should:

- A) cover your ears with your hands, when required
- B) avoid the area at all costs
- C) wear suitable hearing protection
- D) usually do nothing, as a short exposure to noise is not dangerous

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When a passenger approaches a check-in desk, the best way to show positive non-verbal communication is:

- A) smiling and folding your arms
- B) looking at your screen, so that passengers can approach you when they feel ready
- C) making eye contact and smiling
- D) smiling and saying hello

6

You are talking to your manager during a flight cancellation, amongst passengers who are loud and angry. Your manager is trying to tell you something, but you can't fully hear them. The **most** appropriate course of action is to:

- A) raise your voice to be heard clearly above the passengers
- B) assume that what you have heard is correct
- C) repeat what you have heard to ensure you have the right message
- D) do what you think you have heard, if it sounds reasonable

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When waiting to receive an arriving aircraft on the stand, the **primary** safety check is to:

- A) ensure that the loading bridge works
- B) ensure there are staff in attendance to chock the aircraft and connect electrical power
- C) carry out a foreign object debris check and confirm the area is clear of obstructions
- D) check that all staff are wearing high-visibility clothing

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A passenger mentions at check-in that she has 100ml of expensive perfume in her hand baggage and asks if this is permissible. The **first** consideration would be:

- A) it is only allowed if it is in an unbreakable container
- B) it is only allowed if it is in a 100ml size container
- C) that as the volume is 100ml it is allowable whatever size the container
- D) to tell the passenger to ask security as only they can decide

9

After boarding a flight, a passenger decides not to travel due to feeling unwell. The captain does not want to delay and miss the departure slot. The security consequences are:

- A) minimal, as the passenger is unwell the circumstances are not suspicious and therefore do not require the passenger's bag to be offloaded
- B) the aircraft is not allowed to depart until the passenger's baggage has been located and removed
- C) that the ultimate responsibility is with the captain of the aircraft
- D) if the authorised person signing the security certificate agrees, the aircraft may depart without the bag being offloaded

10

There are a series of aviation regulations known by the abbreviation CAP. An example is CAP642 Airside Safety Management. The initials 'CAP' stand for:

- A) Civil Aviation Procedure
- B) Civil Aviation Programme
- C) Civil Aviation Policy
- D) Civil Aviation Publication

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Fire doors are fitted within airports in case of a fire emergency. The **main** purpose of these doors is to:

- A) stop the spread of fire, smoke and flames
- B) stop people going into a building that is on fire
- C) provide clear escape routes
- D) stop people stealing from the airport shops

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When communicating to staff via a headset, some words can sound very similar and could cause confusion, with serious consequences. The **most** important technique to use to remain clear and unambiguous is:

- A) speaking loudly
- B) using standard phraseology and the phonetic alphabet
- C) to only use short words
- D) to use a mobile phone instead

13

A passenger has mentioned that they have dry ice in their check-in baggage. The **first** action to take is to:

- A) inform your supervisor about the item and ask for help
- B) check the IATA dangerous goods card to see if the dry ice can be carried as check in luggage
- C) ask the passenger if they have checked the rules and if yes, continue to check the passenger in
- D) check in the passenger's baggage, then call the flight dispatcher

14

According to CAA requirements for ground operatives, how soon after employment must staff receive dangerous goods training?

- A) The training must be provided upon employment, before the staff member carries out any duties involving dangerous goods
- B) As long as the staff member is working with a supervisor on shift who is trained, the training can be done at a later stage
- C) The staff member needs to be trained within the first 2 weeks of their employment
- D) The training is only mandatory for flight dispatchers

15

During a fire emergency you are on the 2nd floor. Your nearest assembly point is on the ground floor outside the terminal. You should:

- A) take the nearest lift to the ground floor and exit the terminal
- B) take the nearest safe set of stairs to the ground floor and exit the terminal
- C) wait where you are and call for help
- D) wait a few minutes to ensure there is a real emergency, as the alarms are tested regularly

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According to your Fire Safety Training, what type of extinguisher has a blue coloured band?

- A) Foam
- B) Water
- C) Dry powder
- D) Carbon dioxide

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You are on the terminal floor. You spot someone who is behaving very suspiciously. The **most** appropriate course of action is to:

- A) do nothing, as it is not your responsibility to judge people and you are busy
- B) wait to check with a colleague to see if they think this person's behaviour is suspicious
- C) prioritise helping your passengers first, before you take any action
- D) inform airport security immediately and describe the suspicious behaviour

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When a passenger checks in their bags, what security questions can they expect to be asked?

- A) Did they pack their bags at home, and do the bags contain any prohibited items?
- B) Do they have any criminal record?
- C) Did they pack their bags themselves, and do the bags contain any prohibited or dangerous articles?
- D) Have the bags been previously used to carry any prohibited items?

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What is the abbreviation for equipment that will protect the user against health and safety risks at work?

- A) PPE
- B) EPE
- C) PEE
- D) EEP

22

While overseeing check-in queues, an angry passenger approaches, shouting that you have cancelled their flight, and that it is your fault. The **most** appropriate action is to:

- A) apologise for the inconvenience, offer assistance and try to diffuse the situation
- B) inform the passenger that it is not your job to deal with cancellations
- C) inform the passenger that it is not your fault that their flight was cancelled
- D) suggest that the passenger calms down and asks someone else to help

20

Who is responsible for complying with Health and Safety at Work regulations under the 1974 Act?

- A) Employer
- B) Both employer and employee
- C) Employee
- D) Safety representatives

23

Employers have a duty to provide a safe working environment by having clear and safe working procedures. Before implementing a new procedure, the **most** important consideration you would expect your employer to make is to:

- A) carry out a full risk assessment
- B) consult with all staff on implementation
- C) consult with trade unions
- D) confirm it will not cost the company

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The regulatory organisation responsible for introducing the 8-point plan after the Lockerbie bombing to improve baggage-handling procedures is:

- A) EASA
- B) CAA
- C) ICAO
- D) DfT

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In the event of airport operations being suspended for any length of time due to adverse weather conditions, one of the actions to take is to:

- A) send all passengers home to monitor social media for updates
- B) only check in business class and first-class passengers
- C) check all passengers in according to the scheduled departure time of their flight
- D) only check passengers in when there is a realistic chance of the weather improving to allow the airport operations to resume

25

One of the loading team was pushing a baggage cart, causing it to collide with the aircraft fuselage. It was examined by another loader who confirmed there was no damage. The **most** appropriate action to take is to:

- A) ensure the aircraft does not depart and arrange for an engineering inspection
- B) take no further action as there was no damage
- C) let the aircraft continue but report the accident to your supervisor when you return to the crew room
- D) interview all staff involved and, if satisfied there was no damage, let the aircraft continue

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According to the regulations, dangerous goods are **most** accurately defined as:

- A) items that pose a security threat to passengers and crew
- B) anything that poses a risk to the safety of the aircraft, passengers and crew
- C) any item that is of a flammable nature
- D) items listed as prohibited for carriage by air

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It is important that all employees comply with safety rules and regulations when working airside. Which of the following is the **least** dangerous to your person when working airside?

- A) Excessive noise
- B) Engine ingestion
- C) Jet blast
- D) Foreign object debris

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To comply with health and safety procedures when an accident or incident occurs, the **most** appropriate actions to take are to report:

- A) all accidents or incidents whether or not there is damage to persons or equipment
- B) only accidents if there is damage to persons or equipment
- C) only incidents if there is damage to persons or equipment
- D) all accidents or incidents only if there is a damage to persons or equipment

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Which of the following items is **not** categorised as dangerous goods?

- A) Ammunition
- B) Fuel cell cartridges
- C) Lithium batteries
- D) Shoe polish

30

A passenger arrives at check-in and mentions they are travelling on a camping holiday. Paying particular attention to their baggage is important, because:

- A) it is more likely to contain flammable gases, flammable liquids or flammable solids
- B) it is prohibited to check in camping stoves
- C) it is prohibited to take camping stoves as a hand luggage item
- D) any camping equipment is prohibited in the aircraft cabin





Level 2

Highfield Assessment

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

Tel: +44 0845 2260350 Tel: +44 01302 363277

Fax: +44 0845 2260360 Fax: +44 01302 739144

info@highfieldassessment.com www.highfieldassessment.com