

Paper Code: M-EPA-AGSC3001
Level 3

Aviation Ground Specialist - 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 should 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

The correct fire extinguisher to use on an electrical equipment fire is a:

- A. water extinguisher
- B. foam extinguisher
- C. dry powder extinguisher
- D. wet chemical extinguisher

2

One of your colleagues tripped over the baggage belt. They bruised their knee but sustained no further injuries. The **most** appropriate action for them to take is to:

- A. send an email to their manager, so the manager and the employee have a record of the incident
- B. report the incident in the accident record book
- C. verbally report to a supervisor who will inform the manager
- D. take no action, as there was no damage to equipment or serious injury

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When a new staff member is undergoing security and background checks, they will be granted a temporary pass. The limitations of a temporary pass for a new staff member are that they:

- A. need to have written permission from the manager to access airside
- B. can work airside if they are accompanied by a full airside pass holder at all times
- C. cannot be airside under any circumstances
- D. can only work if they are escorted to and from airside by a full airside pass holder

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A passenger approaches asking if he can check in his wife, who is booked on the next inbound flight. He explains that his wife's mobile phone has run out of battery and she didn't tell him which flight she would be coming back on. He cannot confirm his identity but can confirm his wife's details. The **most** appropriate course of action is:

- A. to check to see if his wife is on the flight regardless
- B. not to give out any information about specific passengers, due to data protection
- C. provide the information, if you are satisfied with his answers with regards to his wife's details
- D. to ask the passenger to call the customer service centre, as they will be able to give him the information

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The body of inspectors, who have the right of entry into the premises, often unannounced, for the purpose of conducting an audit of physical security, documentary and administrative systems are known as the:

- A. EASA
- B. DfT
- C. ICAO
- D. FAA

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The international agency that creates worldwide standards and recommendations for the regulation of civil aviation is:

- A. EASA
- B. ICAO
- C. CAA
- D. FAA

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According to the Schengen Agreement, passengers will **not** have to pass any border controls if they are departing from a:

- A. non-Schengen airport and arriving at a non-Schengen airport
- B. non-Schengen airport and arriving at a Schengen airport
- C. Schengen airport and arriving at a non-Schengen airport
- D. Schengen airport and arriving at a Schengen airport

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When a new staff member has cleared their Disclosure and Barring Service (DBS), background and other company checks, they will be granted a full airport pass. This pass will allow them to:

- A. pass through security without any checks
- B. access and work only in the airport areas specified on the pass
- C. enter all areas of the airport
- D. check in passengers without a supervisor's authorisation

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It is important to have a good knowledge of the regulatory aviation organisations and their responsibilities. The role of IATA is to:

- A. work with airline members and the air transport industry as a whole to promote safe, reliable, secure and economical air travel for the benefit of the world's consumers
- B. adopt standards and recommended practices concerning air navigation, its infrastructure, flight inspection, prevention of unlawful interference, and facilitation of border-crossing procedures for international civil aviation
- C. oversee and regulate all aspects of civil aviation in the United Kingdom
- D. draft aviation safety legislation and provide technical advice to the European Commission and to the EU Member States

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There are procedures and restrictions placed on the provision of potable water to an aircraft. Potable water is the term used for water that is:

- A. bottled and provided by catering companies for consumption during the flight
- B. of drinking quality provided to the aircraft by small tanker and pumped into the aircraft system
- C. not fit for drinking and provided as water for handbasins only via the aircraft system
- D. aircraft waste water which is pumped off the aircraft after a flight

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You have just received a message from your operations department. The correct meaning of the message 'LH456 ETA1450.POB94.SSR WCHS' is that:

- A. flight LH456 actual time of arrival 1450, total on board 94, special service request, passenger completely immobile and requires a wheelchair to/from the aircraft and must be carried up/down the steps and to/from their cabin seat
- B. flight LH456 estimated time of arrival 1450, total on board 94, special service request, passenger who cannot ascend or descend steps, wheelchair is required to/from the aircraft and the passenger must be carried up/down steps but is able to make their own way to/from cabin seat
- C. flight LH456 estimated time of arrival 1450, total on board 94, special service request, passenger can ascend and descend steps and move in the aircraft cabin but requires a wheelchair for the distance to/from the aircraft
- D. flight LH456 estimated time of arrival 1450, total transit 94, special service request, passenger completely immobile and requires a wheelchair to/from the aircraft and must be carried up/down the steps and to/from their cabin seat

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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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In the event of an accident or major incident, the airport will normally provide facilities and resources including several 'reception centres'. When providing support to the crew of the affected aircraft, the correct procedure is for the crew to be:

- A) separated from the passengers as soon as is practical and taken to a place of safety
- B) placed in the survival reception centre
- C) taken to the operations room to help establish the reasons for accident/incident
- D) placed in the passenger reception centre to help with any affected passengers

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During a period of un-forecast snow, you have been faced with mass cancellations and delays. The **most** appropriate way to help your team work effectively during unforeseen events like these is to:

- A) delegate all tasks, so you can concentrate on supervision
- B) inform your team to be proactive and creative and come to you only when absolutely necessary
- C) work with your team to come up with a clear plan and delegate accordingly, maintaining effective communication
- D) delegate the best agents to come up with a plan and share it with all other staff

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During an emergency, the type of document commonly used in aviation that will have details of all the tasks that you need to complete is a:

- A. checklist
- B. information log
- C. enquiry form
- D. flight plan

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Many items used in everyday life can pose a danger if they are carried by air. Which of the following are **not** regarded as dangerous goods?

- A. Aerosol paints
- B. Mobility vehicles
- C. Oxygen cylinders
- D. Nail clippers

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According to CAA requirements for ground handling and cargo agents, how soon after employment must staff receive dangerous goods training?

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

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Which manual is the global reference and recognised standard by airlines for shipping dangerous goods by air?

- A. The ICAO Dangerous Goods Regulations
- B. The EASA Dangerous Goods Regulations
- C. The IATA Dangerous Goods Regulations
- D. The CAA Dangerous Goods Regulations

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While a passenger is checking in for their flight they mention that they will be diving during their trip. This should prompt you to ask further questions regarding:

- A. their baggage, and whether they packed all items themselves
- B. their equipment, which may contain dangerous goods such as cylinders of compressed gas or diving lamps
- C. their baggage, and whether it has been left unattended at any point while they have been at the airport
- D. their final destination, and whether they have the correct equipment for that location

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You are working on an aircraft and you notice a colleague not wearing the required Personal Protective Equipment (PPE). The **most** appropriate course of action would be to:

- A. point out any infringement and request they rectify the problem
- B. take no action as you are not their superior and it is none of your business
- C. refuse to work until your colleague returns with correct PPE
- D. say nothing but report the incident to a supervisor on completion of task

21

Health and safety legislation covers employers' obligations when employees are working in environments where noise exceeds prescribed levels. Their legal responsibility is to:

- A. issue appropriate hearing protection for the environment being worked in
- B. issue appropriate hearing protection and enforce use when noise levels are too high
- C. only issue hearing protection when requested by employees
- D. warn staff of excessive noise damaging hearing and advise them to use protection

22

You are entering a secure area, gaining access by swiping your airside pass. As the door is closing an employee of another company requests that you hold the door for them. The **most** appropriate course of action would be to:

- A. hold the door open if you recognise the employee and know that they are authorised to access to the secure area
- B. refuse, as it is not permitted for a security access door to be held open
- C. hold the door open but only if the employee is wearing uniform that clearly identifies access need
- D. hold the door out of common courtesy

23

Ground operatives working airside have a rest room and lockers based in the same airside location. Do the security regulations regarding liquids apply to staff bags containing lunch boxes?

- A. No, as long as they are for the staff member's own consumption
- B. Yes, no liquids are allowed airside, even in crew rooms
- C. Yes, staff may not take liquids airside in excess of the security limits, unless purchased from vending machines
- D. Yes, though liquids delivered from commercial sources or other outlets are allowed airside

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Responsibility for security legislation is laid down by ICAO and by regional/national laws and regulations. The overriding principle is that the overall responsibility for the security of an aircraft on the ground is:

- A. that of the captain, who has discretionary powers in all matters of security
- B. that of the national regulatory authority and no discretionary decisions by airline staff are allowed
- C. taken by the airport authority who have absolute authority on their airport
- D. that of the airline or aircraft operator

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For an aircraft to be loaded safely there are many lines of communication that exist. The load planner has to communicate details of the load expected and instruct the loading supervisor in what section of the aircraft the load must be placed. This is achieved by the load controller issuing a loading instruction:

- A. either in written or printed format
- B. by telephoning the loading supervisor via the loaders' allocation point
- C. by portable radio link to the loading supervisor at aircraft side
- D. by any available communications link that is convenient

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A NOTOC (Notification to Captain) is a form used to inform the captain details of:

- A. dangerous goods that have been loaded on the aircraft
- B. any special load that may or may not include dangerous goods
- C. how the aircraft has been loaded
- D. any special needs passengers on board the aircraft

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A 'RUSH' bag is the term used to describe an unaccompanied bag that is being carried on a flight without the owner. The load control code for an unaccompanied bag is:

- A. MHB
- B. RSH
- C. UB
- D. EXP

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A bomb threat has been received by a major airline's office stating that an explosive device will be placed on one of their aircraft today. The correct action is that the:

- A. national aviation threat assessor will assess the risk and categorise it as either red, amber or green
- B. airline threat assessor will assess the risk and categorise it as either red, amber or green
- C. national aviation threat assessor will assess the risk and categorise it as either credible or non-credible
- D. airline threat assessor will assess the risk and categorise it as either credible or non-credible

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When severe snow is forecast for several hours at a UK airport early the next day, the **most** effective option for a base operator would be:

- A. to wait and see what level of precipitation occurs and act accordingly, thus saving unnecessary cancellations
- B. to plan to operate a normal schedule until the weather stops the operation or they simply run out of available aircraft
- C. early cancellation of flights on a planned basis, altering crew schedules and saving passengers unnecessary travel to the airport
- D. to delay all flights and allow passengers to check in as normal, then operate as soon as the weather improves

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It is important that staff checking in passengers and their baggage have an understanding of the 'Carriage of Dangerous Goods by Air' regulations. One item forbidden in passenger hand baggage is:

- A. lithium metal batteries
- B. hydrocarbon gas refills for hair curlers/straighteners
- C. safety matches
- D. small medical thermometers, containing mercury



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