

**9673-301/351**

**Property Maintenance Operative**

**End-point Assessment – Knowledge  
Test**

**Sample Paper**

## **About City & Guilds**

City & Guilds is the UK's leading provider of vocational qualifications, offering over 500 awards across a wide range of industries, and progressing from entry level to the highest levels of professional achievement. With over 8500 centres in 100 countries, City & Guilds is recognised by employers worldwide for providing qualifications that offer proof of the skills they need to get the job done.

## **City & Guilds Group**

The City & Guilds Group includes City & Guilds, ILM (the Institute of Leadership & Management, which provides management qualifications, learning materials and membership services), City & Guilds Land Based Services (which offers land-based qualifications and membership services) and City & Guilds Centre for Skills Development. City & Guilds also manages the Engineering Council Examinations on behalf of the Engineering Council.

## **Equal opportunities**

City & Guilds fully supports the principle of equal opportunities and we are committed to satisfying this principle in all our activities and published material. A copy of our equal opportunities policy statement is available on our website.

## **Copyright**

The content of this document is, unless otherwise indicated, © The City and Guilds of London Institute and may not be copied, reproduced or distributed without prior written consent.

However, approved City & Guilds centres and candidates studying for City & Guilds qualifications may photocopy this document free of charge and/or include a PDF version of it on centre intranets on the following conditions:

- centre staff may copy the material only for the purpose of teaching candidates working towards a City & Guilds qualification, or for internal administration purposes
- candidates may copy the material only for their own use when working towards a City & Guilds qualification

The *Standard Copying Conditions* (which can be found on our website) also apply.

Please note: National Occupational Standards are not © The City and Guilds of London Institute. Please check the conditions upon which they may be copied with the relevant Sector Skills Council.

## **Publications**

City & Guilds publications are available from our website or from our Publications Sales department, using the contact details shown below.

Every effort has been made to ensure that the information contained in this publication is true and correct at the time of going to press. However, City & Guilds' products and services are subject to continuous development and improvement and the right is reserved to change products and services from time to time. City & Guilds cannot accept liability for loss or damage arising from the use of information in this publication.

## **City & Guilds**

**1 Giltspur Street**

**London EC1A 9DD**

**T +44 (0)844 543 0000**

**F +44 (0)20 7294 2413**

**[www.cityandguilds.com](http://www.cityandguilds.com)**

**[centresupport@cityandguilds.com](mailto:centresupport@cityandguilds.com)**

**9673-301/351 Level 2 Property Maintenance  
Operative Apprenticeship  
Sample Assessment**



1 What is the purpose of the tool in the image?



- a) To remove terminal connectors when exchanging MCB's.
  - b) To re-seat a leaking tap that is difficult to remove.
  - c) To plug a hole prior to painting.
  - d) To replace a radiator valve without draining the system.
- 2 An operative has determined they do not have the required training or qualification to carry out a job. Who does this need to be reported to?
- a) Clients director.
  - b) Clients receptionist.
  - c) Human resources department.
  - d) Line manager.
- 3 When carrying out a risk assessment, what are working at height, fire and the use of portable equipment titled?
- a) The risk.
  - b) The hazard.
  - c) A control measure.
  - d) Additional measure.

- 4 What documentation should be kept after carrying out a maintenance task?
- a) Risk assessment, method statement and time sheet.
  - b) Job sheet, purchase order and a requisition sheet.
  - c) Requisition sheet, method statement and time sheet.
  - d) Risk assessment, manufactures instructions and purchase order.
- 5 What materials should be checked to determine the potential contents for asbestos?
- a) Textured ceiling coatings.
  - b) Bare copper tubing.
  - c) PVC coated cables.
  - d) Cavity wall insulation.
- 6 Under the Health and Safety at Work Act 1974, what **must** an employer ensure?
- a) Safety equipment is replaced on a quarterly basis.
  - b) Relevant training is provided for site operatives.
  - c) All employees are provided with drinking water.
  - d) Annual medical checks are provided for all employees.
- 7 Who is responsible for the provision and payment of health and safety training for a maintenance operative?
- a) Employer.
  - b) Employee.
  - c) Client.
  - d) HSE.

8 What tool is **best** suited to finishing a mortar joint?

a.



b.



c.



d.



- 9
1. Identify the hazards
  2. Who might be harmed

In what document do the above headings appear?

- a) Method statements.
  - b) Risk assessment.
  - c) Manufacture instructions.
  - d) Maintenance records.
- 10 When a load is assessed and found to be 30 kg, what is the operative's **safest** course of action?
- a) The weight is below the recommended maximum and can be lifted by a single person.
  - b) The weight is above the recommended maximum but can still be lifted by a single person.
  - c) The weight is above the recommended maximum and a mechanical lifting device should be used.
  - d) The weight is above the recommendations but could be lifted if kept close to the body.

11 How does the employer and employee benefit from the safe handling of materials and equipment?

- a) Improved productivity and reduction of injury.
- b) Reduced maintenance costs and material usage.
- c) Increased options for liability and productivity.
- d) Increased retaining costs and ill health to employees.

12 What is the device shown in the image used for?



- a) Lifting glass panel.
- b) Lifting plasterboard sheets.
- c) Removing floor boards.
- d) Removing manhole covers.

13 What class of fire involves liquid petroleum gases?

- a) A
- b) B
- c) C
- d) D

14 On what type of fire can a fire extinguisher containing water be used?

- a) Paper.
- b) Flammable liquids.
- c) Flammable gases.
- d) Electrical.

- 15 What is the common term for a company's aims, objectives and values?
- a) Mission statement.
  - b) Service level agreement.
  - c) Health and safety policy.
  - d) Customer services policy.
- 16 What is the **most** important reason for providing good customer service in property maintenance?
- a) Faster turnaround of payments.
  - b) Easier to recruit staff.
  - c) Encourage repeat business.
  - d) To reduce customer overhead.
- 17 What is the main purpose of feedback in customer relations?
- a) To find out if customers have any complaints with the company.
  - b) To understand how the customer maintains their property.
  - c) To measure customer satisfaction with the company.
  - d) To increase the cost of the services to the customer.
- 18 What can be found in paints used prior to 1980?
- a) Asbestos.
  - b) Lead.
  - c) Copper.
  - d) Plaster.
- 19 Prior to the stripping of painted woodworks, who should be contacted for advice?
- a) The properties tenant.
  - b) Health and safety manager.
  - c) The buildings caretaker.
  - d) Company director.

20 What is the name of the tool shown in the image?



- a) Triangular shave hook.
- b) Combination shave hook.
- c) Filling knife.
- d) Stripping knife.

21 What is the name of the tool in the image?



- a) Tile spacer.
- b) Tile cutter.
- c) Grout finishing tool.
- d) Tile trowel.

22 In what order should timber be painted?

- a) Primer, undercoat, gloss.
- b) Primer, gloss, undercoat.
- c) Filler, gloss, primer.
- d) Undercoat, primer, gloss.



- 23 What is **best** used to degrease metal before painting?
- a) Methylated spirit and wire wool.
  - b) White spirit and a cloth.
  - c) Shellac knotting and a cloth.
  - d) Shellac knotting and wire wool.
- 24 What type of primer should be used on bare metals?
- a) PVA.
  - b) Acrylic.
  - c) Zinc phosphate.
  - d) Lead based.
- 25 What regulation covers the use of drain cleaning chemicals?
- a) COSHH
  - b) RIDDOR
  - c) COMAH
  - d) LOLER
- 26 What is stated in the current building regulation as the maximum water temperature from a bath outlet?
- a) 35 °C
  - b) 42 °C
  - c) 48 °C
  - d) 60 °C
- 27 Under what circumstance can Legionella bacteria breed?
- a) Within cold water systems below 20 °C.
  - b) Within hot water systems above 65 °C.
  - c) Within a dead leg.
  - d) Within a primary stack.
- 28 What chemical should be added to a cold water system to prevent the growth of Legionella bacteria?
- a) Ethylene-glycol.
  - b) Ammonia.
  - c) Chlorine.
  - d) Aluminium oxide.

- 29 What should be installed on the end of a stub stack within a drainage system
- a) Fire collar.
  - b) Air admittance valve.
  - c) Strap on boss.
  - d) Long radius bend.
- 30 In order to prevent issues with corrosion and contamination of a hot water system, what should the secondary circulator be manufactured from?
- a) Cast iron.
  - b) Mild steel.
  - c) Bronze.
  - d) Tin.
- 31 What component controls the water temperature serving a wash hand basin in a school?
- a) Diverting valve.
  - b) Thermostatic mixing valve.
  - c) Thermostatic radiator valve.
  - d) RPZ valve.
- 32 What is the **most** applicable safety precaution when painting internal woodwork with solvent-based primer and why?
- a) Ensure good lighting to prevent eye strain.
  - b) Ensure adequate ventilation to prevent excess inhalation.
  - c) Ensure adequate drinking water to prevent dehydration.
  - d) Ensure safety boots are worn to prevent foot injury.
- 33 What should all planned preventative maintenance tasks be carried out in accordance with?
- a) HASAWA.
  - b) RIDDOR.
  - c) A permit to work.
  - d) Building regulation part J.

- 34 How should PPM tasks be planned for a busy retail store?
- a) To be performed during summer periods when outside activities are easier.
  - b) To be carried out during a convenient period which causes minimum disruption.
  - c) To be performed when the client's workforce are busiest and able to assist.
  - d) To be carried out when most of the maintenance operatives are available.
- 35 What information is the **most** important to enable a maintenance schedule to be produced for a plumbing system within a building?
- a) Water regulations and the location of drainage.
  - b) Number of operatives in the organisation and the location of storage areas.
  - c) Risk assessment and plan drawings.
  - d) Manufacturers guidance and building specification.
- 36 Who is responsible for ensuring training is available on specific equipment used during maintenance tasks?
- a) The manufacturer.
  - b) The operative.
  - c) The employer.
  - d) The client.

37 What is the component shown in the image?



- a) Single pole MCB.
- b) Single pole RCD.
- c) Double pole RCD.
- d) Double pole MCB.

38 What equipment is required to safely isolate an electrical power circuit?

- a) A calibrated multi-meter, proving unit and warning label.
- b) A BS 7671 approved multi-meter, warning label and known live source.
- c) A GS38 approved volt meter, proving unit and lock off device.
- d) A volt stick indicator, warning label and lock off device.

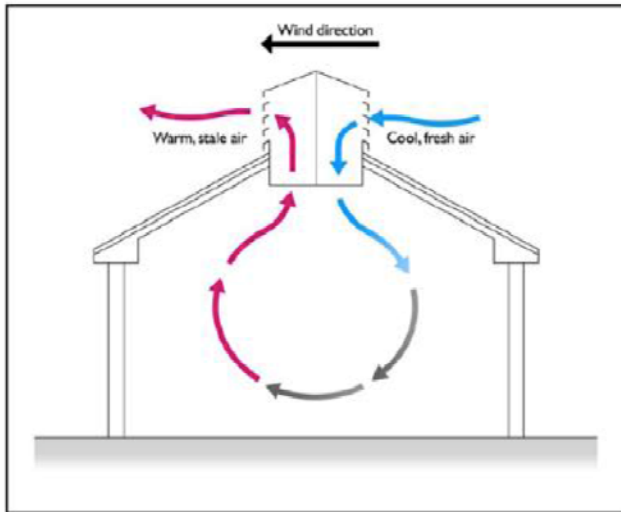
39 What is the purpose of a chilled coil within an air handling unit?

- a) To remove large particles from the air.
- b) To remove heat and moisture from the air.
- c) To increase the velocity of the air.
- d) To add heat and humidity to the air.

40 What is the **most** likely effect of inadequate ventilation within a heavily occupied building?

- a) Poor air quality and excess condensation.
- b) Dry air and high temperatures.
- c) Poor air quality and low humidity levels.
- d) Low temperatures and high velocity air supplies.

41 What type of ventilation system is shown in the image?



- a) Natural inlet and outlet.
  - b) Mechanical inlet/ natural outlet.
  - c) Natural inlet/ mechanical outlet.
  - d) Mechanical inlet and outlet.
- 42 Which one of the following is a non-sustainable carbon based energy source?
- a) Solar.
  - b) Kerosene.
  - c) Biomass.
  - d) Bio-oil.
- 43 What is the **most** important reason to comply with Part L of the Building Regulations?
- a) To ensure that the maintenance of hot water systems is in accordance with regulations.
  - b) To ensure that work on ventilation systems is in accordance with regulations.
  - c) To ensure that work on fuel fired appliances is to the relevant standards.
  - d) To ensure environmental impacts are reduced during maintenance operations.

44 What type of meter is shown in the image?



- a) Gas.
  - b) Water.
  - c) Electric.
  - d) Heat.
- 45 How should empty paint tins be disposed of properly?
- a) Placing in a sealed bag within the general waste bins for the property.
  - b) Placing in a sealed bag within recycling bin for the property.
  - c) Taking to the local waste centre and placing in the designated area.
  - d) Taking to the local waste centre and placing in the general waste skip.
- 46 What method can be used to promote sustainability in maintenance operations?
- a) Use materials sourced from overseas and ensure 15% is added to the quantity of materials for wastage.
  - b) Where possible use locally sourced materials and accurate measurements.
  - c) Ensure all materials are collected from individual wholesalers rather than one central point.
  - d) Follow a rule of thumb method for measurement of materials.
- 47 What action should be taken if a 110 V power drill is found to have damage to the casing exposing electrical components?
- a) The drill should be temporarily repaired by a site electrician and put back into use providing it operates.
  - b) The drill should be placed back into the tool storage area immediately.
  - c) Repair the drill with a suitable duct tape ensuring no contact with electrical components.
  - d) Remove from the work area, labelled as 'damaged do not use' and taken for repair by an authorised person.

- 48 What is the correct way to deal with used brush cleaning solvents?
- a) Pouring the remaining leftover solvents down the drain using old paint tins as containers.
  - b) Re-using solvents and cleaning fluids after solids are settled and removed.
  - c) Mixing waste solvents and water based paints together to be re-used as undercoats.
  - d) Reducing the use of solvents and cleaning fluids by leaving brushes unwashed.
- 49 During the pre-assembly inspection of a hired mobile scaffold tower it is discovered that two of the components have badly cracked welds. What action should be taken?
- a) Make a temporary repair with strong tape and complete the work at height.
  - b) Make a repair using relevant welding equipment and complete the work at height.
  - c) Contact the hire company and explain that the tower is unsafe to use before requesting a replacement.
  - d) Complete the work at height by using the damaged poles at the top of the tower where it will face a smaller load.
- 50 What task would require a specialist contractor?
- a) Water quality test.
  - b) Weekly fire alarm tests.
  - c) Emergency lighting tests.
  - d) Annual electrical testing.
- 51 What documents would be required to ensure sub-contractors can enter restricted areas of the building?
- a) Risk assessment and materials requisition sheet.
  - b) Risk assessment and permit to work.
  - c) Method statement and variation order.
  - d) Method statement and materials requisition sheet.
- 52 Who should the contractor contact if the external water stop cock to a building will not operate?
- a) Water undertaker.
  - b) Building inspector.
  - c) TRANSCO.
  - d) WRAS.

- 53 When can concerns regarding the progress of planned work which includes other contractors be discussed and rectified?
- a) During initial site inspections.
  - b) During initial contract meetings.
  - c) During site meetings.
  - d) During tool box talks.
- 54 How is the quality of work carried out by sub-contractors checked on completion?
- a) By completing a risk assessment.
  - b) By completing a soundness test.
  - c) By completing a method statement.
  - d) By completing a snagging list.
- 55 During the process of reinstating an office for use after renovation it is found that pipework feeding new radiators installed by external contractors is leaking. What is the **best** course of action to take?
- a) Place a paint tray under the leaking pipework and leave until the sub-contractor who is responsible returns.
  - b) Isolate pipework if possible, dry the area and inform the client.
  - c) Make a temporary repair using oil based tape and leave the area tidy.
  - d) Isolate the pipework, drain and repair the leaking pipework, refill and leave the site clear and dry.
- 56 Which regulation specifically covers work carried out from access equipment?
- a) CDM
  - b) MHOR
  - c) WaHR
  - d) PUWER
- 57 What is the **most** appropriate PPE to wear in addition to protective footwear, when using a hammer drill?
- a) Hand, ear and respiratory protection.
  - b) Ear, head and hand protection.
  - c) Ear, eye and knee protection.
  - d) Eye, ear and respiratory protection.



58 What will incorrect gauging of cement render across a number of batches cause?

- a) A flash set.
- b) A preferred set.
- c) Inconsistent density.
- d) Variances in finish thicknesses.

59 In what document, would information be found about what maintenance is required to a building?

- a) Gantt Chart.
- b) Defects survey.
- c) Site investigation.
- d) Asset register.

60 What type of brush is shown in the image?



- a) Wall.
- b) Fitch.
- c) Dusting.
- d) Banister.

## Mark Scheme

Question	Answer	Question	Answer
1	B	31	B
2	D	32	B
3	C	33	A
4	B	34	B
5	A	35	D
6	B	36	C
7	A	37	D
8	A	38	C
9	B	39	B
10	C	40	A
11	A	41	A
12	B	42	B
13	C	43	D
14	A	44	B
15	A	45	C
16	C	46	B
17	C	47	D
18	B	48	B
19	B	49	C
20	B	50	D
21	B	51	B
22	A	52	A
23	A	53	C
24	C	54	D
25	A	55	B
26	C	56	C
27	C	57	D
28	C	58	C
29	B	59	B
30	C	60	A

# 1 Useful contacts

## UK learners

### General qualification information

**T: +44 (0)844 543 0033**

**E: learnersupport@cityandguilds.com**

---

## International learners

General qualification information

T: +44 (0)844 543 0033

F: +44 (0)20 7294 2413

E: **intcg@cityandguilds.com**

---

## Centres

Exam entries, Registrations/enrolment, Certificates, Invoices, Missing or late exam materials, Nominal roll reports, Results

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: **centresupport@cityandguilds.com**

---

## Single subject qualifications

Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

F: +44 (0)20 7294 2404 (BB forms)

E: **singlesubjects@cityandguilds.com**

---

## International awards

Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: **intops@cityandguilds.com**

---

## Walled Garden

Re-issue of password or username, Technical problems, Entries, Results, GOLLA, Navigation, User/menu option, Problems

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: **walledgarden@cityandguilds.com**

---

## Employer

Employer solutions, Mapping, Accreditation, Development Skills, Consultancy

T: +44 (0)121 503 8993

E: **business\_unit@cityandguilds.com**

---

## Publications

Logbooks, Centre documents, Forms, Free literature

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

**If you have a complaint, or any suggestions for improvement about any of the services that City & Guilds provides, email: [feedbackandcomplaints@cityandguilds.com](mailto:feedbackandcomplaints@cityandguilds.com)**

---

**Published by City & Guilds**  
**1 Giltspur Street**  
**London**  
**EC1A 9DD**  
**T +44 (0)844 543 0000**  
**F +44 (0)20 7294 2413**  
**[www.cityandguilds.com](http://www.cityandguilds.com)**

**City & Guilds is a registered charity**  
**established to promote education**  
**and training**