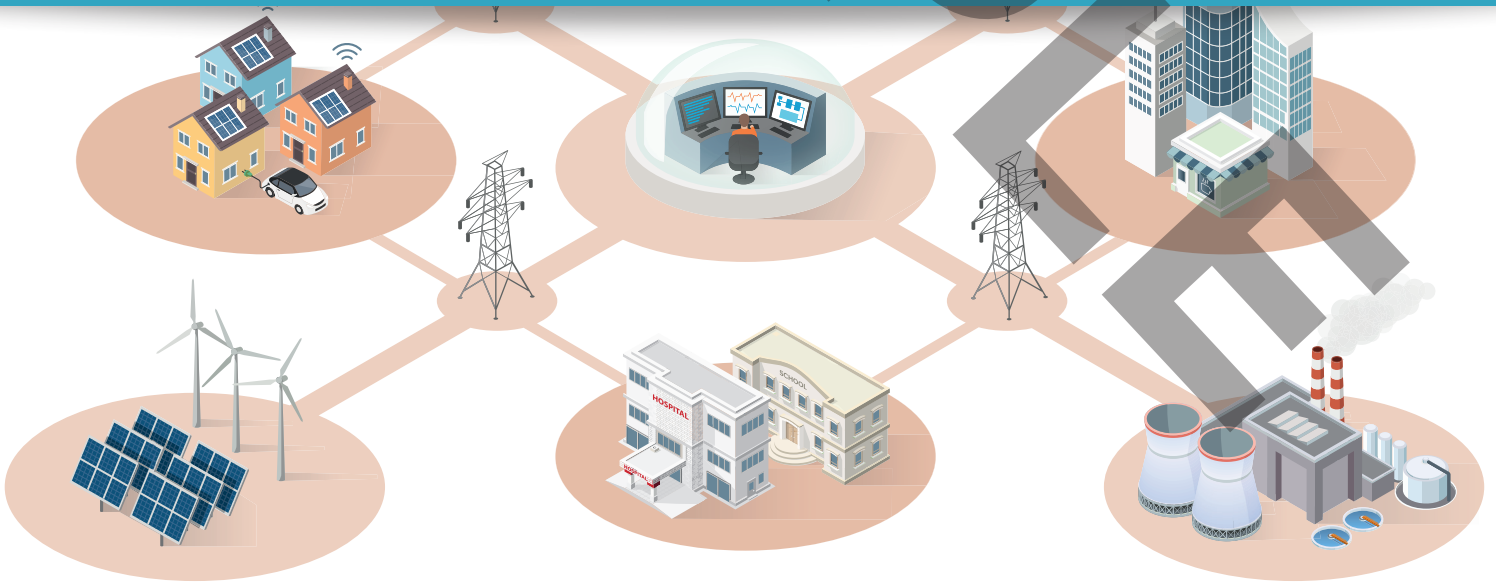


EXAMPLE END OF MODULE ASSESSMENT

Part of the EDA Electrotechnical Product Knowledge Programme



End of Module Assessment



In partnership with:

Declaration of Authenticity

Before signing please read the guidance for participants.

Guidance for participants

You have been asked to sign this Declaration of Authenticity of your answers in this workbook. It confirms that the answers that you have submitted for assessment are your own and that you have not copied them from someone else or allowed another learner to copy them from you. When preparing any coursework it is good practice to undertake research using information from published sources. If you quote directly from these sources then this must be indicated in your work by using quotation marks and referencing the document from which the quotation was taken. **You must then comment in your own words on any ideas expressed.**

Declaration of Authenticity

I confirm that the answers provided in this workbook are all derived from my own work and do not include any work completed by anyone other than myself. I have completed the workbook in accordance with EDA/IET instructions.

Signature		Date	
Name			

Manager's confirmation of authenticity

On behalf of (insert branch name), I confirm that the above mentioned participant, to the best of my knowledge, is the sole author of the completed workbook.

Signature/Code		Date	
Name			
Title			

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INTRODUCTION

This assessment is made up as follows:

- 1. 10 multiple choice questions**, all with 4 choices of answer.
- 2. 5 short questions** that can be answered using the contents of the textbook. These will require free form text answers, possibly enhanced by information from other sources such as manufacturer's technical information. The answers should be around 100 words to achieve a distinction level for the question.
- 3. 2 long questions** requiring the learner to research information from other sources, such as the internet, other reference manuals and manufacturer's technical information. These questions will also require free form text answers. The answers should be around 500 words to achieve a distinction level for the question.

A question paper will have the following totals:

- **Part 1** – Multiple choice questions – total 10 marks
- **Part 2** – Short Questions – total 25 marks
- **Part 3** – Long Questions – total 30 marks

Overall total 65 marks, with the following grading:

(a) To pass – at least 40% in each part

- i. 4 marks from Part 1, PLUS
- ii. at least 10 marks from Part 2, PLUS
- iii. at least 12 marks from Part 3

(b) With overall levels:

- i. 52-65 marks – Distinction
- ii. 46-51 marks – Credit
- iii. 39-45 marks – Pass

2

EXAMPLE

**MULTIPLE-CHOICE
QUESTIONS**

Multiple-choice questions

No.	Question	Answer and reason/section
1.	How would you define a customer? A. A person who walks in the shop. B. A person who receives goods or services from another person or company. C. A person who asks you a question. D. It cannot be defined.	Select answer
		A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/>
2.	What is the difference between a 'need' and a 'want'? A. A need is something we must have, a want is something we would prefer. B. No difference C. 'Need' means 'want' in American English D. 47%	Select answer
		A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/>
3.	What are the two elements that you can split customer service into by provider? A. Hydrogen and oxygen B. Fire and ice C. Time and space D. Sole responsibility and collective responsibility	Select answer
		A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/>
4.	What is a touchpoint? A. A counter B. A meeting with your manager C. The personal interaction you have with a customer D. The interaction you have over a webchat	Select answer
		A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/>
5.	How long does it take to make or break a habit? A. One year B. Two months C. Six weeks D. One day	Select answer
		A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/>
6.	What is the estimate for correcting a picking error? A. £100 B. £1000 C. £50 D. \$100	Select answer
		A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/>
7.	How can a team ensure zero picking errors? A. You can't B. The product is exported from Canada C. Double check all orders D. Make sure everything is done by one person	Select answer
		A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/>

8.	<p>How would you best describe the 80/20 rule?</p> <p>A. 80% of your sales will come from 20% of your products. B. 20% of your sales will come from 80% of your products. C. For every 100 people, 20 will buy a product. D. 80/20 is the ration of staff to customers.</p>	<p>Select answer</p> <p>A <input type="radio"/></p> <p>B <input type="radio"/></p> <p>C <input type="radio"/></p> <p>D <input type="radio"/></p>
9.	<p>What is a day book?</p> <p>A. An A4 pad of paper that everything needs to be written in. B. Your rota C. A notepad you note down all your worst customer interactions in D. A list of all the products you sell</p>	<p>Select answer</p> <p>A <input type="radio"/></p> <p>B <input type="radio"/></p> <p>C <input type="radio"/></p> <p>D <input type="radio"/></p>
10.	<p>If you processed 500 orders a week in a year, calculate how much more profit you could make by adding £2 profit to every order you process in a year</p> <p>A. £52,000 B. £5,200 C. £100,000 D. £50</p>	<p>Select answer</p> <p>A <input type="radio"/></p> <p>B <input type="radio"/></p> <p>C <input type="radio"/></p> <p>D <input type="radio"/></p>

3

EXAMPLE

SHORT QUESTIONS

Short questions**Short Question 1**

- a) Briefly describe the main features of indirect lighting; and
- b) Give 3 examples of where indirect lighting might be used.

Answer:

EXAMPLE

Assessor Comments

Marks

Short Question 2

Briefly describe the environmental features of a luminaire with the following IP Ratings, giving an example of how each luminaire might be used.

IP20, IP44, IP65, IP66, IP68

Answer:

EXAMPLE

Assessor Comments

Marks

Short Question 3

With regards to electrical safety, briefly describe the design features we might use to prevent electric shock.

Answer:

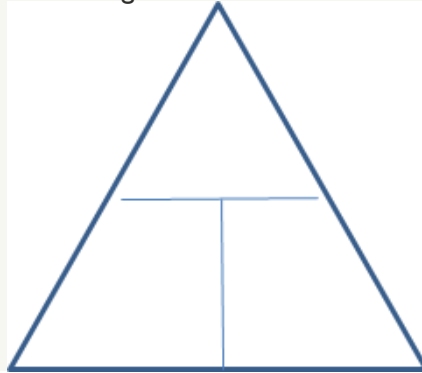
EXAMPLE

Assessor Comments

Marks

Short Question 4

Complete the following Ohms Law Triangle:



Using the Ohms Law Triangle, complete the table below, giving examples of typical calculations:







To find	Step 1: Cover what you don't know	Step 2: Do what you see	Example
Voltage U when you know current I and resistance R			
Current I when you know voltage U and resistance R			
Resistance R when you know voltage U and current I			

Assessor Comments

Marks

Short Question 5

Fill in the table below:

Colour	Keyway clock position	Voltage and phase	Uses	View looking into socket
Yellow	4h			
Blue	6h			
Blue	9h			
Blue	9h			
Red	6h			
Red	6h	400 V three-phase star (three-phase plus neutral)	Commercial and industrial equipment Larger mobile and transportable units	

Assessor Comments

Marks

Total score for Section 3:

/25

4

EXAMPLE

LONG QUESTIONS

Long questions

Long Question 1

With regards to Electrical Safety Legislation:

- a) Explain why we have legislation for Electrical Safety? (2 Marks)
- b) Briefly describe the purpose and objectives of the following regulations:
 - Electrical safety, Quality and Continuity Regulations 2002 (2 Marks)
 - Electrical Equipment (Safety) Regulations 2016 (2 Marks)
 - Plugs and Sockets etc. (Safety) Regulations 1994 (2 Marks)
 - Electricity at Work Regulations 1989 V (2 Marks)
 - The Provision and Use of Work Equipment Regulations 1998 (PUWER) (2 Marks)
 - Construction Products Regulations 2013 (2 Marks)
- c) List two other pieces of Legislation that exist for electrical equipment (1 mark in total)

Answer:

EXAMPLE

Assessor Comments

Marks

Long Question 2

- a) Briefly describe what an Integrated Residual Current Device (RCD) is and describe how it works.
- b) Explain how you can easily recognise if a plug or socket has an RCD fitted.
- c) Some RCDs will not restore power until the user resets the device. Explain where this would be:
 - i. An advantage
 - ii. A disadvantage
- d) With reference to Integral USB Outlets, briefly explain the points and features to look out for when supplying USB charging outlets.

Answer:

EXAMPLE

Assessor Comments

Marks

Total score for Section 4:

/30

Overall score:

/65