210: Understand how to communicate with others within building services engineering  
**Sample questions**

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| 1. | If a customer has a special learning difficulties which one of the following should you do? | | (L3.2) |
|  | a) | Call your boss |  |
|  | b) | Refer them to another company |  |
|  | c) | Keep information short and relevant |  |
|  | d) | Return later when someone else is there |  |

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| 2. | Which one of the following would be employed by the main contractor on site? | | (L1.2) |
|  | a) | Subcontractor |  |
|  | b) | Architect |  |
|  | c) | Building control officer |  |
|  | d) | Clerk of works |  |

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| 3. | When installing an appliance, which document would you reference for the installation instructions? | | (L2.1) |
|  | a) | BS7671 |  |
|  | b) | The Electrical At Work Regulations |  |
|  | c) | Manufacturers’ instructions |  |
|  | d) | Works programme |  |

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| 4. | Which of the following documents offers guidance but is not legally enforceable? | | (L2.1) |
|  | a) | Manufacturers’ instructions |  |
|  | b) | Building Regulations |  |
|  | c) | Act of Parliament |  |
|  | d) | Contract of employment |  |

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| 5. | A building control officer (BCO) commonly works for: | | (L1.3) |
|  | a) | the main contractor |  |
|  | b) | the local authority |  |
|  | c) | the architect |  |
|  | d) | the client |  |

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| 6. | The document that is handed to the customer, detailing the work to be done and a price is called: | | (L2.3) |
|  | a) | an invoice |  |
|  | b) | an estimate |  |
|  | c) | statutory cancellation rights |  |
|  | d) | a quotation |  |

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| 7. | The document that an operative submits, detailing the number of hours worked is: | | (L2.2) |
|  | a) | a time sheet |  |
|  | b) | a specification |  |
|  | c) | a delivery note |  |
|  | d) | a quotation |  |

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| 8. | One quality that would ensure the respect and cooperation of others on site is: | | (L3.1) |
|  | a) | aggressiveness |  |
|  | b) | submission |  |
|  | c) | politeness |  |
|  | d) | rudeness |  |

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| 9. | The main purpose of the works programme is to: | | (L2.2) |
|  | a) | state when payments are due |  |
|  | b) | provide clear indication of when an activity should start and finish |  |
|  | c) | assist the electrician in calculating the amount of materials required |  |
|  | d) | assist the contractor in planning the number of personnel that may be required |  |

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| 10. | What is the process where people in a meeting discuss items and come to an agreement? | | (L3.4) |
|  | a) | Arbitration |  |
|  | b) | Negotiation |  |
|  | c) | Adjudication |  |
|  | d) | Cavalcade |  |

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| 11. | The document that requests payment is called: | | (L2.3) |
|  | a) | quotation |  |
|  | b) | invoice |  |
|  | c) | bill of quantity |  |
|  | d) | delivery note |  |

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| 12. | Which of the following tradespeople would normally grout the bathroom? | | (L1.2) |
|  | a) | Bricklayer |  |
|  | b) | Electrician |  |
|  | c) | Roofer |  |
|  | d) | Tiler |  |

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| 13. | A new employee in a company would normally be given which of the following documents? | | (L2.4) |
|  | a) | Health and Safety at Work Act |  |
|  | b) | Bill of quantities |  |
|  | c) | Contract of employment |  |
|  | d) | Quotation |  |

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| 14. | Which one of the following communication methods is considered as official and can help towards a good company image? | | (L3.1) |
|  | a) | Letter |  |
|  | b) | Email |  |
|  | c) | Fax |  |
|  | d) | Verbal |  |

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| 15. | Which one of the following jobs would a structural engineer carry out? | | (L1.1) |
|  | a) | Position a building |  |
|  | b) | Attach architrave |  |
|  | c) | Design load-bearing beams |  |
|  | d) | Plan the works schedule. |  |

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| 16. | What is the main function of the electrical services inspector? | | (L1.3) |
|  | a) | Make sure that the correct colours have been used for cable insulation |  |
|  | b) | Make sure that accessories have been installed to specification |  |
|  | c) | Make sure that the installation complies with BS 7671 |  |
|  | d) | Make sure that the voltage in the premises is sufficient |  |

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| 17. | The route of main trunking within a property can be found in which document? | | (L2.1) |
|  | a) | Job specification |  |
|  | b) | Building services drawing |  |
|  | c) | Building plan |  |
|  | d) | Bill of quantities |  |

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| 18. | Which one of the following organisations specialises in impartial advice concerning employment difficulties? | | (L3.3) |
|  | a) | CITB |  |
|  | b) | CSCS |  |
|  | c) | UKAS |  |
|  | d) | ACAS |  |

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| 19. | Which document would outline the commissioning requirements for a piece of electrical equipment? | | (L2.1) |
|  | a) | Building Regulations |  |
|  | b) | Manufacturers’ instructions |  |
|  | c) | British Standards |  |
|  | d) | Appliance plan |  |

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| 20. | If there was a dispute between an employee and an employer, who could be used in the discussions? | | (L3.3) |
|  | a) | Trade Union |  |
|  | b) | Employment control officer |  |
|  | c) | Health and safety representative |  |
|  | d) | Employee’s family |  |