

# ITEC Professional Conduct and Business Awareness Practice Test (Sample)

## Study Guide



**Everything you need from our exam experts!**

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# Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

**Remember:** successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

# How to Use This Guide

**This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:**

## **1. Start with a Diagnostic Review**

**Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.**

## **2. Study in Short, Focused Sessions**

**Break your study time into manageable blocks (e.g. 30 - 45 minutes). Review a handful of questions, reflect on the explanations.**

## **3. Learn from the Explanations**

**After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.**

## **4. Track Your Progress**

**Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.**

## **5. Simulate the Real Exam**

**Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.**

## **6. Repeat and Review**

**Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.**

**There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!**

## Questions

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- 1. What term refers to a small stash of cash kept on hand for minor payments?**
  - A. Petty Cash**
  - B. Petty Cash Fund**
  - C. Cash on Hand**
  - D. Petty Cash Reserve**
  
- 2. What does liquid sterilisation use?**
  - A. Liquid heat**
  - B. Liquid chemical in a steriliser**
  - C. Gaseous sterilant**
  - D. Mechanical scrubbing**
  
- 3. Revenue can be described as?**
  - A. The net profit after taxes**
  - B. The entire amount of income before expenses are subtracted**
  - C. The total cash inflows in a period**
  - D. The value of assets sold**
  
- 4. What is the primary focus of the Management of Health & Safety at Work Regulations?**
  - A. It sets out how to calculate employee pay**
  - B. This act is for the employers to improve safety and work conditions**
  - C. It regulates the fire drill frequency**
  - D. It governs marketing and advertising in the workplace**
  
- 5. What is a fixed cost?**
  - A. A cost that changes with sales**
  - B. A cost that is always variable**
  - C. A cost that does not vary based on the business's earnings**
  - D. A cost that can be avoided in the short term**

- 6. How do you calculate Cost Plus Pricing?**
- A. Subtract a percentage from total cost**
  - B. Calculate a certain percentage of the total cost of the treatment and add on to the amount to make as profit**
  - C. Set price equal to competitors' price**
  - D. Price based on demand alone**
- 7. If a nose bleed lasts more than 30 minutes, what action should be taken?**
- A. Continue to apply gentle pressure for another 5 minutes**
  - B. Seek medical attention only if accompanied by dizziness**
  - C. Send casualty to the hospital in the treatment position**
  - D. Call emergency services immediately for any nose bleed**
- 8. Which term best describes being free from disease-causing microorganisms?**
- A. Aseptic**
  - B. Sanitized**
  - C. Disinfected**
  - D. Sterilized**
- 9. If a client provides negative feedback, what is the recommended initial response?**
- A. Defend your actions**
  - B. Listen fully until the client is finished**
  - C. Ignore the comment**
  - D. Offer a discount immediately**
- 10. What is the meaning of towel management with regard to treatments?**
- A. All areas of the client's body not being worked on by the therapist should be covered with towels**
  - B. Towels are optional during treatments**
  - C. The towel should be removed for client comfort**
  - D. Only the treated area should be uncovered**

## Answers

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1. A
2. B
3. B
4. B
5. C
6. B
7. C
8. A
9. B
10. A

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## **Explanations**

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**1. What term refers to a small stash of cash kept on hand for minor payments?**

- A. Petty Cash**
- B. Petty Cash Fund**
- C. Cash on Hand**
- D. Petty Cash Reserve**

Petty cash refers to a small amount of money kept on hand specifically to cover minor, everyday expenses such as stamps, taxi fares, or small office supplies. This term is the best fit because it directly describes the cash that is set aside for small payments, separate from the main accounts. The idea behind a petty cash fund is the system or account that controls this cash, while the actual cash on hand is the petty cash itself. The other terms aren't as precise for the cash kept for minor payments: "cash on hand" is a general label for any cash you have available, not necessarily earmarked for small purchases; "petty cash fund" refers more to the control mechanism or account rather than the physical stash; and "petty cash reserve" isn't a standard, widely used term in this context.

**2. What does liquid sterilisation use?**

- A. Liquid heat**
- B. Liquid chemical in a steriliser**
- C. Gaseous sterilant**
- D. Mechanical scrubbing**

Liquid sterilisation relies on immersing instruments in a liquid chemical sterilant. The process uses a properly prepared chemical solution kept in a steriliser, and items are fully submerged for a defined dwell time so the chemical can kill all microorganisms, including resistant forms, on the surfaces. This approach is especially used for equipment that could be damaged by heat, since it doesn't involve high temperatures. It requires correct concentration, exposure time, and post-immersion rinsing and drying, along with safe handling due to chemical hazards and potential residues. The other options don't fit because they rely on heat (liquid heat), gas in the form of a sterilising vapor (gaseous sterilant), or cleaning rather than sterilising through chemical immersion (mechanical scrubbing).

**3. Revenue can be described as?**

- A. The net profit after taxes**
- B. The entire amount of income before expenses are subtracted**
- C. The total cash inflows in a period**
- D. The value of assets sold**

Revenue is the total amount earned from selling goods or providing services during a period, before subtracting any costs or expenses. It's often called the top line because it shows how large the sales are, regardless of how much profit the business makes after costs. In accrual accounting, revenue is recognized when the sale occurs, not necessarily when cash is received. This is different from net profit, which is what remains after all expenses, taxes, and costs are deducted. It's also not the same as total cash inflows, which can include money received from financing or investing activities and may not come from core sales. It isn't the value of assets sold—those gains or losses appear separately from operating revenue.

#### 4. What is the primary focus of the Management of Health & Safety at Work Regulations?

- A. It sets out how to calculate employee pay
- B. This act is for the employers to improve safety and work conditions**
- C. It regulates the fire drill frequency
- D. It governs marketing and advertising in the workplace

The main idea here is that these regulations place duties on the employer to protect health and safety at work. They require employers to identify and assess risks in the workplace, put sensible controls in place to reduce those risks, and ensure workers have the information, training, and supervision they need to work safely. This focus is about improving safety and working conditions for employees and others who may be affected. It's not about payroll, marketing, or how often fire drills must happen, which is why this option best captures the regulation's purpose.

#### 5. What is a fixed cost?

- A. A cost that changes with sales
- B. A cost that is always variable
- C. A cost that does not vary based on the business's earnings**
- D. A cost that can be avoided in the short term

Fixed costs stay the same regardless of how much the business produces or earns in the short term. They don't change with sales or profits, which is why a rent payment, a manager's salary, or depreciation on equipment are classic examples. These costs must be paid even if there's little or no output, so they don't vary with earnings. In contrast, costs that do change with output are variable costs—like raw materials or sales commissions. Some costs are mixed, containing both fixed and variable parts, but the defining feature of a fixed cost is its consistency despite different levels of activity. That's why the statement describing a cost that does not vary based on the business's earnings best captures what a fixed cost means.

#### 6. How do you calculate Cost Plus Pricing?

- A. Subtract a percentage from total cost
- B. Calculate a certain percentage of the total cost of the treatment and add on to the amount to make as profit**
- C. Set price equal to competitors' price
- D. Price based on demand alone

Cost Plus Pricing works by calculating all costs of delivering the service, then adding a fixed markup percentage to guarantee profit. You sum direct costs (materials, labor) and an allocated share of overhead to get the total cost, then apply a markup percentage to that total. The final price is the total cost plus the markup, which is the same as total cost multiplied by (1 plus the markup). For example, if the total cost is 200 and you want a 25% markup, the price would be 250. This approach ensures you recover costs and earn a predictable profit, rather than pricing based on competitors or demand alone. Subtracting a percentage would reduce price, while pricing to match competitors or basing price on demand are different strategies used in other contexts.

7. If a nose bleed lasts more than 30 minutes, what action should be taken?

- A. Continue to apply gentle pressure for another 5 minutes
- B. Seek medical attention only if accompanied by dizziness
- C. Send casualty to the hospital in the treatment position**
- D. Call emergency services immediately for any nose bleed

When a nosebleed keeps going for an extended period, it needs professional assessment rather than more home measures. A bleed that lasts beyond about 30 minutes suggests a persistent source or an underlying issue that may require medical procedures (such as nasal packing or cauterization) and evaluation of contributing factors like medications, clotting problems, or high blood pressure. Transporting the casualty to hospital in the treatment position protects the airway and allows clinicians to monitor and manage the bleed safely, reducing the risk of choking if vomiting occurs and ensuring they receive appropriate care promptly.

8. Which term best describes being free from disease-causing microorganisms?

- A. Aseptic**
- B. Sanitized
- C. Disinfected
- D. Sterilized

Being aseptic means the environment or object is kept free from disease-causing microorganisms, creating a clean state that minimizes infection risk. This term specifically captures the idea of preventing contamination by pathogens, which is what “free from disease-causing microorganisms” implies in practice. Sanitized means the number of microbes is reduced to a safe level, but not necessarily all are eliminated. Disinfected targets pathogens on surfaces, killing or inactivating them, yet some microbes may remain in a non-pathogenic form or as non-disease-causing organisms. Sterilized is the most absolute, referring to the complete destruction or removal of all living microorganisms, including spores. Since the focus here is on being free from disease-causing organisms, aseptic best describes the intended state.

**9. If a client provides negative feedback, what is the recommended initial response?**

- A. Defend your actions**
- B. Listen fully until the client is finished**
- C. Ignore the comment**
- D. Offer a discount immediately**

Listening fully when a client provides negative feedback is the best first response. It shows you value their perspective, helps you understand exactly what went wrong, and prevents misunderstandings that can fuel frustration. Let the client finish, then reflect back what you heard, acknowledge any impact, and outline practical steps to address the issue. This approach reduces defensiveness, preserves trust, and sets up a constructive path forward. Defending your actions tends to escalate the conflict because it signals you're more focused on protecting yourself than solving the problem. Ignoring the comment communicates disrespect and can damage the relationship long-term. Offering a discount immediately is a quick fix that may not address the underlying issue and can create a precedent that discounts are the default response.

**10. What is the meaning of towel management with regard to treatments?**

- A. All areas of the client's body not being worked on by the therapist should be covered with towels**
- B. Towels are optional during treatments**
- C. The towel should be removed for client comfort**
- D. Only the treated area should be uncovered**

Towel management is about preserving privacy, warmth, and hygiene during a treatment. It means keeping all parts of the body that are not currently being treated covered with towels, so only the area under treatment is exposed. This draping protects modesty, reduces heat loss, and helps prevent cross-contamination between different areas of the body and products used. Towels are an essential part of professional practice, not optional, and they should be arranged so the client remains comfortable and secure throughout the session. Exposing only the treated area or removing coverings would undermine privacy and warmth and goes against proper draping standards.

## Next Steps

**Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.**

**As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.**

**If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at [hello@examzify.com](mailto:hello@examzify.com).**

**Or visit your dedicated course page for more study tools and resources:**

**<https://itecproconductbusinessawareness.examzify.com>**

**We wish you the very best on your exam journey. You've got this!**

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