

ITEC PROFESSIONAL CONDUCT AND BUSINESS AWARENESS PRACTICE TEST (SAMPLE) STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

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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 is the aim of the Control of Substances Hazardous to Health Act?

- A. It regulates first aid
- B. It controls noise exposure
- C. The law requiring employers to control an employees level of exposure to hazardous substances, which helps prevent injury or ill health
- D. It sets wage limits

2. What is the purpose of a risk assessment?

- A. To identify hazards
- B. To evaluate risks
- C. To implement control measures
- D. To identify hazards, evaluate risks, implement controls, comply with regulations and protect staff & clients

3. Which item is used to clean wounds and prevent infection?

- A. Sterile water/saline solution
- B. Sterile eye wash
- C. Burn cream
- D. Antiseptic wipes

4. Which statement best describes a bacteriostat?

- A. A substance that kills bacteria
- B. A substance that inhibits the growth or reproduction of bacteria without necessarily killing them e.g. refrigeration
- C. A substance that kills bacteria e.g. antibiotic
- D. A substance that inhibits fungal growth

5. What is an advantage of computerised stock control for retail sales?

- A. The till can be linked up to the computer system so that the stock required can be worked out automatically
- B. It makes stock control more confusing
- C. Stock levels are updated only at the end of the day
- D. Stock control has no impact on sales

6. The Manual Handling Operations Regulations are designed to prevent injuries from which activity?

- A. It regulates noise
- B. It covers slip hazards
- C. this Act prevents and reduces the risks of injuries from occurring when manually picking up loads at work
- D. It covers mental health

7. What are bacteria producing diseases in humans known as?

- A. Bacteria
- B. Pathogens
- C. Viruses
- D. Toxins

8. What is a key characteristic of a partnership?

- A. Partners share management and risk
- B. It is a government entity
- C. It exists only for non-profit activities
- D. It is a publicly traded company

9. Glass bead sterilizers reach up to which temperature?

- A. 130°C
- B. 110°C
- C. 120°C
- D. 140°C

10. What is the General Product Safety Regulations Act primarily about?

- A. A duty placed on all suppliers of consumer goods that are safe under normal use and instructions should be of acceptable standard
- B. A regulation about pricing of products
- C. A guideline for marketing
- D. A requirement for packaging design

Answers

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

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Explanations

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1. What is the aim of the Control of Substances Hazardous to Health Act?

- A. It regulates first aid
- B. It controls noise exposure
- C. The law requiring employers to control an employees level of exposure to hazardous substances, which helps prevent injury or ill health**
- D. It sets wage limits

The aim is to protect workers' health by managing hazardous substances in the workplace. This law requires employers to identify substances that could harm people, assess how workers might be exposed (how much and for how long), and put in place controls to reduce that exposure to safe levels. By controlling exposure, it helps prevent illness or injury caused by chemicals, fumes, dust, and other hazardous materials. The other options don't fit because COSHH isn't about first aid, noise exposure, or wage limits.

2. What is the purpose of a risk assessment?

- A. To identify hazards
- B. To evaluate risks
- C. To implement control measures
- D. To identify hazards, evaluate risks, implement controls, comply with regulations and protect staff & clients**

A risk assessment is a systematic process that goes beyond just spotting problems. Its purpose is to identify hazards, understand how likely and how serious the resulting harm could be, decide what controls are needed, put those controls in place, and ensure you meet legal duties to protect staff and clients. The best answer reflects the full scope: identifying hazards, evaluating risks, implementing controls, complying with regulations, and safeguarding people. This shows why a risk assessment isn't only about discovery or analysis in isolation—it's about turning findings into concrete actions that reduce risk and meet safety obligations. For example, if a floor is wet, you identify the hazard, assess the risk of slipping, install mats or warning signs, train staff, and regularly review the situation to keep everyone safe and compliant. The other choices capture parts of the process, but they miss the essential steps of applying controls and ensuring regulatory protection.

3. Which item is used to clean wounds and prevent infection?

- A. Sterile water/saline solution
- B. Sterile eye wash
- C. Burn cream
- D. Antiseptic wipes**

Antiseptic wipes are used because they do more than just clean; they actively reduce the risk of infection. They contain antiseptic agents that kill or inhibit microbes on the skin as you wipe, helping lower the microbial load around a wound before applying a dressing. Sterile water or saline mainly rinses away dirt and bacteria but doesn't kill them. Sterile eye wash is for eyes, and burn cream is for treating burns rather than cleaning wounds. So antiseptic wipes best cover both cleaning and infection prevention for minor wounds.

4. Which statement best describes a bacteriostat?

- A. A substance that kills bacteria
- B. A substance that inhibits the growth or reproduction of bacteria without necessarily killing them e.g. refrigeration
- C. A substance that kills bacteria e.g. antibiotic
- D. A substance that inhibits fungal growth**

Understanding how agents affect bacteria: bacteriostatic versus bactericidal actions. A bacteriostat is a substance that inhibits the growth or reproduction of bacteria without necessarily killing them. This means it slows down or stops bacterial replication, allowing the body's immune system to clear the infection. Refrigeration is a classic example because the cold slows bacterial metabolism and growth rather than killing all the bacteria outright. In contrast, something that kills bacteria is bactericidal, removing the bacteria by destruction. An agent that kills fungi, rather than bacteria, is an antifungal and does not describe a bacteriostat. Likewise, an antibiotic that directly kills bacteria fits the bactericidal idea, not bacteriostatic.

5. What is an advantage of computerised stock control for retail sales?

- A. The till can be linked up to the computer system so that the stock required can be worked out automatically**
- B. It makes stock control more confusing
- C. Stock levels are updated only at the end of the day
- D. Stock control has no impact on sales

The main idea is that linking the till to the computer system lets stock requirements be calculated automatically as transactions occur. When a sale happens, the inventory is updated in real time and the system can determine how much to reorder, keeping stock levels aligned with demand. This reduces the risk of running out of popular items and minimizes overstock, making stock control more efficient and responsive to what's actually selling. The other statements aren't accurate: real computerized stock control provides ongoing updates rather than waiting until the end of the day, so stock data stays current; it should clarify stock status rather than confuse it; and having proper stock control clearly affects sales by improving product availability and customer satisfaction.

6. The Manual Handling Operations Regulations are designed to prevent injuries from which activity?

- A. It regulates noise
- B. It covers slip hazards
- C. this Act prevents and reduces the risks of injuries from occurring when manually picking up loads at work**
- D. It covers mental health

This item is testing understanding of what the Manual Handling Operations Regulations are for. They focus on reducing injuries that arise from handling loads manually at work—things like lifting, lowering, carrying, pushing, and pulling loads. The regulations require identifying and assessing the risks of those tasks, taking steps to reduce the risk (such as using mechanical aids, team lifting, or redesigning the task), and ensuring people have proper training and information to perform the work safely. The aim is to prevent injuries, especially back injuries and other musculoskeletal problems, by controlling how loads are moved. Other options describe hazards that are addressed by different regulations or workplace policies (noise, slip hazards, or mental health), not the manual handling rules. So the statement that it prevents and reduces injuries when manually picking up loads at work best captures what these regulations are designed to address.

7. What are bacteria producing diseases in humans known as?

- A. Bacteria
- B. Pathogens**
- C. Viruses
- D. Toxins

Pathogens are organisms or agents that cause disease in a host. When bacteria cause illness in humans, they're acting as pathogens. It's true that not all bacteria cause disease, and pathogens aren't limited to bacteria—they include viruses, fungi, and parasites as well. Toxins are harmful substances some pathogens produce, but they aren't the disease-causing organisms themselves. So the best answer is pathogens.

8. What is a key characteristic of a partnership?

- A. Partners share management and risk**
- B. It is a government entity
- C. It exists only for non-profit activities
- D. It is a publicly traded company

Partners share management and risk. When two or more people form a partnership, they run the business together, making decisions about operations and strategy, and they share in profits and losses. Each partner is typically involved in managing the business, and they also share liability for the partnership's debts, which is a defining feature that links ownership to day-to-day control and financial responsibility. This collaborative, jointly managed structure sets partnerships apart from other forms of organization. It's not a government entity, since government bodies are created and operated by the state. It's not restricted to non-profit activities—partnerships can be for-profit ventures. And it's not a publicly traded company, because partnerships don't issue stock or list on public markets.

9. Glass bead sterilizers reach up to which temperature?

- A. 130°C**
- B. 110°C
- C. 120°C
- D. 140°C

Glass bead sterilizers use dry heat by letting instruments sit on hot glass beads. They're designed to reach about 130°C, which provides a rapid surface sterilization for small, heat-tolerant instruments through direct contact with the beads. This temperature is high enough to kill many microbes quickly, but not so high that it damages the beads or delicate instruments. Temperatures lower than this may not achieve reliable kill in the short contact time, while higher temperatures (like 140°C) aren't typical for these devices and could cause wear or damage. In practice, 130°C is the standard operating temperature for these sterilizers.

10. What is the General Product Safety Regulations Act primarily about?

- A. A duty placed on all suppliers of consumer goods that are safe under normal use and instructions should be of acceptable standard**
- B. A regulation about pricing of products
- C. A guideline for marketing
- D. A requirement for packaging design

The main idea being tested is that suppliers have a duty to ensure that consumer goods are safe for ordinary use and for how they are intended to be used, with the provided instructions. This is exactly what the General Product Safety Regulations establish: products on the market must meet a reasonable standard of safety to protect consumers. It's not about how prices are set, how products are marketed, or how packaging is designed, which fall under different rules. The emphasis here is on safety responsibility—ensuring goods meet safety expectations for normal and foreseeable use.

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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.

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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