ITEC PROFESSIONAL CONDUCT AND BUSINESS AWARENESS PRACTICE TEST (SAMPLE)

STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

VISIT US ONLINE FOR THE FULL VERSION STUDY GUIDE

https://
itecproconductbusinessawareness.examzify.com

Copyright © 2026 by Examzify - A Kaluba Technologies Inc. product.

ALL RIGHTS RESERVED.

No part of this book may be reproduced or transferred in any form or by any means, graphic, electronic, or mechanical, including photocopying, recording, web distribution, taping, or by any information storage retrieval system, without the written permission of the author.

Notice: Examzify makes every reasonable effort to obtain accurate, complete, and timely information about this product from reliable sources.

SAMPLE

Table of Contents

Copyright 1

Table of Contents 2

Introduction 3

How to Use This Guide 4

Questions 5

Answers 8

Explanations 10

Next Steps 15

SAMPLE

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.

SAMPLE

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!

SAMPLE

Questions

SAMPLE

1. Which option best identifies the phrase describing the receptionist as the first point of contact and information centre of the salon?

A. The receptionist

B. The first point of contact and information centre of the salon

C. The head therapist

D. The store manager

2. Recommended disposal of a substance hazardous to health (COSHH) is to?

A. Seek advice on the method of disposal from the local environment health and trading standards office

B. Dispose of it with regular waste

C. Dilute and pour down the drain

D. Keep it indefinitely in the workplace

3. Under the Personal Protective Equipment at Work Regulations Act, what duties does the employer have?

A. An employers duty to supply, maintain and instruct all use of equipment intended to be worn by a person at work which protects them for risks to their health and safety

B. It requires PPE to be replaced annually

C. It sets rules for lunch breaks

D. It requires daily briefings

4. Which group typically holds ownership in a limited company?

A. The general public

B. The board of directors

C. Shareholders

D. The regulators

5. During spa treatment, which practice is recommended to maintain safety?

A. Do not drink anything

B. Exercise vigorously

C. Apply heat directly to the skin

D. Drink water at regular intervals

SAMPLE

6. Assets are best described as which of the following?

A. The obligations of the business

B. The value of everything a company owns and uses to conduct their business

C. The money received from investors

D. The amount of cash available

7. Who does the Health and Safety at Work Act set duties for?

A. Only government

B. Employers and employees

C. Customers

D. Only employers

8. Which regulation requires employers to maintain electrical equipment and record checks?

A. Display Screen Equipment Regulations

B. Work Equipment Regulations

C. Electricity at Work Regulations Act

D. Hazardous Substances Regulations

9. The meaning of a localised contraindication means?

A. Treatment is contraindicated on a localized region

B. Contraindicated for all areas

C. You can proceed with modification

D. Only for certain conditions

10. Which item would you typically not require on a standard initial consultation form?

A. Medical history

B. Contact details

C. Allergies

D. Time of appointment

SAMPLE

Answers

SAMPLE

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

SAMPLE

Explanations

SAMPLE

1. Which option best identifies the phrase describing the receptionist as the first point of contact and information centre of the salon?

A. The receptionist

B. The first point of contact and information centre of the salon

C. The head therapist

D. The store manager

The key idea here is recognizing the front desk role as both the initial greeting and the central source of information for clients. The best phrase explicitly states that the receptionist is "the first point of contact and information centre of the salon," which captures two essential duties: greeting clients and providing accurate, centralized information about services, appointments, pricing, and policies. This wording makes clear that the receptionist is the primary hub for inquiries and guidance, not just a job title. Other options describe different roles or use a generic label that doesn't emphasize the informing and coordinating function, so they don't convey the same responsibility as the chosen phrase.

2. Recommended disposal of a substance hazardous to health (COSHH) is to?

A. Seek advice on the method of disposal from the local environment health and trading standards office

B. Dispose of it with regular waste

C. Dilute and pour down the drain

D. Keep it indefinitely in the workplace

When handling substances hazardous to health under COSHH, disposal must follow legal and environmental requirements rather than trying ad-hoc methods. The best course is to seek guidance from the local environment health and trading standards office to determine the correct disposal route. They can identify whether the substance is classified as hazardous waste, prescribe the proper containers and labeling, and point you to registered disposal contractors or facilities. This approach protects people, the environment, and your organization from penalties and exposure to dangerous substances. Disposing of hazardous materials with regular waste ignores how these substances interact with waste streams, can contaminate general trash and recycling, and may breach environmental regulations. Diluting and pouring substances down the drain often transfers the hazard to water systems and sewer networks, which is commonly prohibited or requires specific, tightly controlled permits. Keeping hazardous substances indefinitely in the workplace creates ongoing risk of spills, leaks, or accidental exposure, and doesn't align with regulatory expectations for safe management.

SAMPLE

3. Under the Personal Protective Equipment at Work Regulations Act, what duties does the employer have?

A. An employers duty to supply, maintain and instruct all use of equipment intended to be worn by a person at work which protects them for risks to their health and safety

B. It requires PPE to be replaced annually

C. It sets rules for lunch breaks

D. It requires daily briefings

The main idea here is that employers have a duty to provide the right PPE, keep it in good condition, and ensure workers know how to use it correctly. This means issuing PPE that is suitable for the identified risks, making it available at no cost, ensuring it fits the individual, and maintaining and storing it properly. It also involves giving clear information and training on how to use the equipment, its limits, and why wearing it is essential for safety. PPE should be replaced when it becomes worn out or no longer provides proper protection. The other options don't fit because the regulations don't specify an annual replacement schedule, don't set rules for lunch breaks, and don't require daily briefings.

4. Which group typically holds ownership in a limited company?

A. The general public

B. The board of directors

C. Shareholders

D. The regulators

Ownership in a limited company is held by the shareholders. These are the people or entities that own the company's shares, and their level of ownership is determined by how many shares they hold. Shareholders have rights such as voting at general meetings and receiving a portion of profits through dividends or by the value of their shares increasing. The board of directors runs the company on behalf of the owners, but they are not the owners themselves (even though some directors may also be shareholders). Regulators oversee compliance and do not own the company. If the company is publicly listed, the general public can become shareholders, but ownership still rests with those who hold the shares.

5. During spa treatment, which practice is recommended to maintain safety?

A. Do not drink anything

B. Exercise vigorously

C. Apply heat directly to the skin

D. Drink water at regular intervals

Staying hydrated is essential in spa settings because heat, steam, and massage can make you lose fluids through sweating. Drinking water at regular intervals helps maintain your fluid balance, supports stable circulation, and reduces the risk of dizziness or fainting during treatments. It also assists the body's cooling process, which is important when heat is involved. Choosing not to drink anything increases the chance of dehydration, which can lead to lightheadedness or discomfort. Exercising vigorously during a spa session raises body heat and fluid loss, heightening safety risks. Applying heat directly to the skin can cause burns or heat-related stress if hydration isn't maintained. Drinking water regularly is the safest, best-practice choice to keep you comfortable and safe.

SAMPLE

6. Assets are best described as which of the following?

A. The obligations of the business

B. The value of everything a company owns and uses to conduct their business

C. The money received from investors

D. The amount of cash available

Assets are resources controlled by a business that have the potential to bring future economic benefits. The description that assets are the value of everything a company owns and uses to conduct its business captures this idea, since it includes cash, inventory, equipment, property, and other resources the company uses to operate and create value. This helps distinguish assets from liabilities (obligations the company owes) and from equity or investor funds (sources of cash), while also clarifying that assets are more than just cash on hand.

7. Who does the Health and Safety at Work Act set duties for?

A. Only government

B. Employers and employees

C. Customers

D. Only employers

The question tests who must follow health and safety requirements under the Act. The duties are shared between those who run and control work (employers) and those who work within the environment (employees). Employers must protect workers by managing risks, providing training, information, and safe systems of work. Employees must take reasonable care of their own health and safety and cooperate with safety measures, following procedures and reporting hazards. The Act isn't about duties only for the government or for customers, and it isn't limited to employers alone. So the correct understanding is that duties lie with both employers and employees.

8. Which regulation requires employers to maintain electrical equipment and record checks?

A. Display Screen Equipment Regulations

B. Work Equipment Regulations

C. Electricity at Work Regulations Act

D. Hazardous Substances Regulations

The main idea here is the electrical safety duties employers have, including keeping electrical equipment in a safe condition and recording the checks that verify that safety. Electrical at Work Regulations place a clear obligation on employers to ensure that electrical equipment and installations under their control are maintained in a safe condition. They require regular inspections and tests, along with keeping suitable records of those checks, so you can prove that equipment is being assessed and kept safe over time. This record-keeping aspect is a key part of demonstrating ongoing electrical safety and compliance. Display Screen Equipment Regulations focus on ergonomics and safety for computer users, not on electrical maintenance. Hazardous Substances Regulations deal with exposure to chemicals. Work Equipment Regulations cover the general safety of equipment used at work but don't specifically target electrical safety checks and the associated record-keeping in the same way as the electricity at work rules.

SAMPLE

9. The meaning of a localised contraindication means?

A. Treatment is contraindicated on a localized region

B. Contraindicated for all areas

C. You can proceed with modification

D. Only for certain conditions

Localized contraindication means the risk is confined to a specific area, so you should not perform the treatment in that particular region while you may continue to treat other areas if there are no other issues. This focused restriction helps protect the client from harm in the vulnerable spot without halting care elsewhere. It's different from a blanket, all-over contraindication, which would apply to the entire body. In practice, you would avoid the problematic region and, if needed, adjust your technique or approach for surrounding areas, but the limitation remains the localized area.

10. Which item would you typically not require on a standard initial consultation form?

A. Medical history

B. Contact details

C. Allergies

D. Time of appointment

Initial consultation forms are meant to gather information that affects health, safety, and follow-up care. Medical history helps identify conditions, past treatments, and risk factors; allergies are crucial to avoid adverse reactions; and contact details ensure the clinic can reach the patient for results, instructions, or emergencies. The time of appointment, however, is administrative scheduling information rather than health data, so it isn't required on a standard intake form. Scheduling details are typically handled separately by front-desk systems and don't impact clinical assessment or treatment planning.

SAMPLE

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!

SAMPLE