

Multiple Choice Sample Questions
ITEC Unit 22 – Professional Conduct and Business Awareness

1	Which of the following explains fixed costs?		1
A	Fixed costs are costs that are dependent upon the amount of variable salary paid to each employee	B	D
C	Fixed costs are costs that are directly proportional to the levels of business carried out	D	
2	Why is good customer service important to a business?		2
A	Because it will always reduce costs	B	C
C	Because it helps to generate repeat business	D	
3	Which of the following is a basic principle of selling?		3
A	Pressurising a client into purchasing a product	B	B
C	Selling a product even if it is not suitable for the client	D	
4	What is marketing?		4
A	The management process of identifying, anticipating and satisfying consumer requirements profitably	B	A
C	A process for establishing objectives and determining the best way of achieving them	D	
5	Viral infections are:		5
A	Reproduced inside the human cell	B	A
C	Reproduced by the nervous system	D	
6	Which of the following is a disadvantage of an autoclave?		6
A	It can damage metal items	B	B
C	It is too large for salon use	D	
7	What is First Aid?		7
A	The definition of an injury	B	D
C	The arrival of a medically qualified person at the scene of the accident	D	
8	How can continual professional development be obtained?		8
A	By behaving in a professional manner at all times	B	C
C	By attending lectures and/or additional training courses throughout the year	D	
9	What is the purpose of a record card?		9
A	To record the client's email address and next of kin only	B	D
C	To record up-to-date information on the client's medical health only	D	
10	When would the therapist need to gain consent from a doctor prior to treatment?		10
A	If the client is taking medication	B	A
C	If the client is too ill to consent themselves	D	