

Sample Questions

iUBT434 – Professional conduct and business awareness

1	Which of the following explains fixed costs?			
A	Fixed costs are costs that are dependent upon the amount of variable salary paid to each employee	B	Fixed costs are costs affected by the levels of business carried out	D
C	Fixed costs are costs that are directly proportional to the levels of business carried out	D	Fixed costs are costs that are not affected by the levels of business carried out	

2	Why is good customer service important to a business?			
A	Because it will always reduce costs	B	Because it is a legal requirement	C
C	Because it helps to generate repeat business	D	Because it improves cash flow	

3	Which of the following is a basic principle of selling?			
A	Pressurising a client into purchasing a product	B	Never pre-judging a customer's ability to purchase	B
C	Selling a product even if it is not suitable for the client	D	Pre-judging a customer's ability to purchase	

4	What is marketing?			
A	The management process of identifying, anticipating and satisfying consumer requirements profitably	B	A procedure for dealing with consumer enquiries and complaints	A
C	A process for establishing objectives and determining the best way of achieving them	D	The end results, goals or targets that an organisation, department or individual seeks to attain	

5	Viral infections are			
A	Reproduced inside the human cell	B	Reproduced at the site of infection	A
C	Reproduced by the nervous system	D	Reproduced by allergens	

6	Which of the following is a disadvantage of an autoclave?			
A	It can damage metal items	B	It can damage sponges and wooden items	B
C	It is too large for salon use	D	It can contaminate reusable items	

7	What is first aid?			
A	The definition of an injury	B	The first person at the scene of the accident	D
C	The arrival of a medically qualified person at the scene of the accident	D	The initial assistance given to a casualty before the arrival of a medically qualified person	

8	How can continual professional development be obtained?			
A	By behaving in a professional manner at all times	B	By continually developing relationships with other salons/clinics in your area	C
C	By attending lectures and/or additional training courses throughout the year	D	By introducing, developing and promoting new products throughout the year	

9	What is the purpose of a record card?			
A	To record the client's email address and next of kin only	B	To record the client's name, date of birth, address and telephone number only	D
C	To record up-to-date information on the client's medical health only	D	To record up-to-date information on the client's personal details, medical details, treatment and aftercare advice	

10	When would the therapist need to gain consent from a doctor prior to treatment?			
A	If the client is taking medication	B	If the client is under 16 years of age	A
C	If the client is too ill to consent themselves	D	If the client is over 16 years of age	

Document History

Version	Issue Date	Changes	Role
v1	21/08/2019	First published	Qualifications and Regulation Co-ordinator