



City & Guilds Level 2 Extended Technical Occupational Entry in Maintenance Operations (Diploma) (7255-92)

Version 1.0 (November 2024)

Sample MCQ 7255-256
Sample paper, multiple choice answer sheet and mark scheme

Version and date	Change detail	Section
1.0 November 2024	Initial version	All

SAMPLE

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SAMPLE

1 Introduction

Area	Description
What is in this document	This document contains the sample paper, multiple-choice answer sheet and mark scheme for MCQ 256 test.
Documents included:	<ul style="list-style-type: none">• Sample paper• Multiple-choice answer sheet• Mark scheme <p>Learners should be provided with the sample questions and the answer sheet.</p> <p>The mark scheme is to be used by training providers to mark the completed tests.</p>

Note to centres, this sample paper-based version of the multiple-choice test is to support formative assessment activities.

Live versions of the multiple-choice test will be accessed using City & Guilds e-evolve online system. Please refer to the qualification handbook for details on how to book and administer live tests.

2 7255-256 Sample paper

Test duration: 75 minutes

You should have the following for this test:

- a pen with black or blue ink
- multiple-choice answer sheets.

Read the following notes before you answer any questions:

- Attempt all questions.
- If you find a question difficult, leave it and return to it later.

This paper contains 50 multiple choice questions (MCQs) worth 1 mark each.

This question paper is the property of City & Guilds.

How to complete the multiple-choice answer sheet

Each MCQ shows four possible answers (lettered 'a', 'b', 'c', 'd'); only one is correct.

Decide which one is correct and mark your answer on the answer sheet with your pen.

For example, if you decide 'b' is correct, mark your answer with a cross like this:

1 a b c d

If you change your answer, cancel your first choice by filling in the box, and then put a cross in the answer which you have now decided is correct, like this:

1 a b c d

Q1	As part of BS5385 – Part 1, which material is not recommended to tile directly on walls? (1 mark)
Mark scheme	a) Plasterboard. b) Plywood. c) Cement: sand render. d) Backerboard.
AO	AO1a
Qual spec reference	240/1.1/1.1.1

Q2	What PPE should be worn when using a tile saw and tile nippers to handcut tiles to tile around a socket in a kitchen? (1 mark)
Mark scheme	a) Protective gloves, dust mask and protective boots. b) Protective gloves, protective helmet and protective eyewear. c) Protective eyewear, dust mask and protective gloves. d) Protective helmet, protective eyewear and protective boots.
AO	AO1a
Qual spec reference	240/1.2/1.2.1

Q3	<p>Before carrying out the task of tiling behind a kitchen socket, what should be completed first to make sure safety and hazard prevention is in place?</p> <p style="text-align: right;">(1 mark)</p>
Mark scheme	<p>a) Risk assess the task.</p> <p>b) Plan the work programme.</p> <p>c) Put up barriers to protect others.</p> <p>d) Use the correct PPE.</p>
AO	AO1a
Qual spec reference	240/1.2/1.2.2

Q4	<p>The floor tiles where you are working are raised and could be a trip risk or hazard; what colours of signage should be used to warn others?</p> <p style="text-align: right;">(1 mark)</p>
Mark scheme	<p>a) Blue and white sign.</p> <p>b) Red and white sign.</p> <p>c) Green and white sign.</p> <p>d) Yellow and black sign.</p>
AO	AO1a
Qual spec reference	240/1.2/1.2.1 and 1.2.2

Q5	There is a small area of chipped tiles within a larger area of tiles in a customer's bathroom; the customer has a restricted budget. What is the best option to repair the damaged tiles? (1 mark)
Mark scheme	<ul style="list-style-type: none"> a) Removing and renewing the grout. b) Replace the full tiled area. c) A minor repair to the damaged tiles. d) Using tile paint to cover the damage.
AO	AO1b
Qual spec reference	240/1.3/1.3.1

Q6	A maintenance operative has been asked to repair an area of cracked tiles. As they are removing the tiles, the maintenance operative notices that the board behind the tiles is damp and starting to rot. What action should they take? (1 mark)
Mark scheme	<ul style="list-style-type: none"> a) Ask a work colleague to give guidance on the task. b) Replace the cracked tiles as requested. c) Make the area safe and report the issue to the team leader. d) Remove all the tiles on the wall to make a start on the task.
AO	AO1b
Qual spec reference	240/1.3/1.3.2 and 1.3.3

Q7	What visual signs could be present on a recently tiled wall if the wall has not been suitably prepared for tiling? <p style="text-align: right;">(1 mark)</p>
Mark scheme	a) Tiles are loose and an uneven finish is noted. b) Water penetration is noted on the grout lines. c) There is impact damage on some of the tiles. d) There are visible cracks on the tiles.
AO	AO1b
Qual spec reference	240/2.1/2.1.1 and 2.1.2

Q8	Which of the following may cause cracking and chipping of floor tiles? <p style="text-align: right;">(1 mark)</p>
Mark scheme	a) Poorly grouted tiles. b) An uneven surface. c) Water damage. d) Impact damage.
AO	AO1b
Qual spec reference	240/2.1/2.1.1

Q13	What planned maintenance task should be undertaken on a WC cistern during routine maintenance? (1 mark)
Mark scheme	<ul style="list-style-type: none"> a) Cleaning of filters. b) Checking water levels. c) Checking flow rates and pressure. d) Adjustment of thermostatic mixing valves.
AO	AO1a
Qual spec reference	243/1.3/1.3.1


Q14	Which source of information is used to provide information on system faults? (1 mark)
Mark scheme	<ul style="list-style-type: none"> a) Work programme. b) Gantt chart. c) Job specification. d) Manufacturer's instructions.
AO	AO1a
Qual spec reference	243/1.3/1.3.3

Q15	Which component is used to isolate a high-pressure cold-water supply within the property? (1 mark)
Mark scheme	<ul style="list-style-type: none"> a) Internal stop valve. b) Internal gate valve. c) Butterfly valve. d) Drain off valve.
AO	AO1b
Qual spec reference	243/1.4/1.4.2

Q16	What is the purpose of a float-operated valve in a cold-water storage cistern? (1 mark)
Mark scheme	<ul style="list-style-type: none"> a) Used to circulate air. b) Used to isolate the water supply. c) Used to control the fill to the water level. d) Used to discharge water in the event of a fault.
AO	AO1b
Qual spec reference	243/1.5/1.5.1


Q17	What are the most efficient steps required to drain down an indirect cold-water system? (1 mark)
Mark scheme	<p>a) i. Isolate cold distribution pipe, using gate valve, from the storage cistern. ii. Drain system contents at all outlets. iii. Open system drain-off valve.</p> <p>b) i. Isolate cold-water inlet to the hot-water cylinder using the gate valve. ii. Drain system contents at all outlets. iii. Open system drain-off valve.</p> <p>c) i. Isolate cold main at the property stop valve. ii. Drain system contents at all outlets. iii. Open system drain-off valve.</p> <p>d) i. Isolate service valve on inlet to cylinder. ii. Drain system contents at all outlets. iii. Open system drain-off valve</p>
AO	AO1b
Qual spec reference	243/1.5/1.5.2

Q18	What is a common fault associated with a WC? (1 mark)
Mark scheme	<p>a) Limescale deposit build up.</p> <p>b) Poor temperature control.</p> <p>c) Overflow running.</p> <p>d) Poor flow.</p>
AO	AO1b
Qual spec reference	243/1.6/1.6.1

<p>Q19</p>	<p>What tool is shown in this image?</p>  <p>Smartscreen</p> <p style="text-align: right;">(1 mark)</p>
<p>Mark scheme</p>	<p>a) Water pump pliers.</p> <p>b) Tap reseating tool.</p> <p>c) Adjustable spanner.</p> <p>d) Basin wrench.</p>
<p>AO</p>	<p>AO1a</p>
<p>Qual spec reference</p>	<p>243/1.6/1.6.3</p>

Q20	Who can carry out planned preventative maintenance on an unvented hot-water cylinder? (1 mark)
Mark scheme	<ul style="list-style-type: none"> a) Plumbing apprentice. b) G3-qualified engineer. c) Maintenance operative. d) Electrical operative.
AO	AO1a
Qual spec reference	243/1.7/1.7.1

Q21	What is the purpose of a soil pipe? (1 mark)
Mark scheme	<ul style="list-style-type: none"> a) Carry waste water and solid products away from building. b) Carry rainwater away from building. c) Supply cold water to a building. d) Supply gas to a building.
AO	AO1a
Qual spec reference	243/2.1/2.1.1

Q22	<p>What waste pipe jointing method is shown?</p>  <p>www.screwfix.com</p> <p style="text-align: right;">(1 mark)</p>
Mark scheme	<p>a) Mechanical.</p> <p>b) Press fit.</p> <p>c) Push fit.</p> <p>d) Solvent weld.</p>
AO	AO1a
Qual spec reference	243/2.1/2.1.3

Q23	<p>What type of reactive maintenance activity is associated with a kitchen sink?</p> <p style="text-align: right;">(1 mark)</p>
Mark scheme	<p>a) Leaking trap.</p> <p>b) Dripping syphon.</p> <p>c) Dripping pan connector.</p> <p>d) Faulty flush valve.</p>
AO	AO1a
Qual spec reference	243/2.2/2.2.2

Q24	What risk is associated with maintaining drainage systems?	(1 mark)
Mark scheme	<p>a) Trips and falls.</p> <p>b) Manual handling.</p> <p>c) Electrocution.</p> <p>d) Infection from foul water.</p>	
AO	AO1a	
Qual spec reference	243/2.2/2.2.4	

Q25	<p>What component is shown in this image?</p> <p>Toolstation</p>	(1 mark)
Mark scheme	<p>a) Appliance isolation valve.</p> <p>b) Gate valve.</p> <p>c) Appliance stop valve.</p> <p>d) Check valve.</p>	
AO	AO1a	

Qual spec reference	243/2.3/2.3.1
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Q26	What is a common fault associated with a wash hand basin? <p style="text-align: right;">(1 mark)</p>
Mark scheme	a) Faulty air admittance valve. b) Dripping pan connector. c) Blocked trap. d) Leaking vent pipe.
AO	AO1b
Qual spec reference	243/2.4/2.4.3

Q27	Which type of water supply uses water from wash hand basins to flush WCs? <p style="text-align: right;">(1 mark)</p>
Mark scheme	a) Water provided by the undertaker. b) Private supplies. c) Greywater reuse. d) Rainwater harvesting.
AO	AO1b
Qual spec reference	243/3.1/3.1.1

Q30	Which type of backflow prevention is required for a kitchen sink? (1 mark)
Mark scheme	<ul style="list-style-type: none"> a) Air gap. b) Drain valve. c) Service valve. d) Siphon.
AO	AO1a
Qual spec reference	243/3.4/3.4.1

Q31	What is the unit of measurement for current? (1 mark)
Mark scheme	<ul style="list-style-type: none"> a) Amps. b) Volts. c) Ohms. d) Watts.
AO	AO1a
Qual spec reference	244/1.1/1.1.2

Q32	What is not a circuit protection device in a consumer unit? (1 mark)
Mark scheme	<ul style="list-style-type: none"> a) Miniature circuit breakers. b) Cartridge fuse. c) Residual current devices. d) Rewirable fuses.
AO	AO1a
Qual spec reference	244/1.2/1.2.2

Q33	<p>What is the equipment shown in the image?</p> <div style="text-align: center;">  </div> <p style="text-align: center;">CEF (1 mark)</p>
Mark scheme	<ul style="list-style-type: none"> a) Voltage indicating device. b) MCB lock off. c) Proving unit. d) Transformer.
AO	AO1a

Qual spec reference	244/1.3/1.3.1
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Q34	What is the first step of the electrical safe isolation procedure? <p style="text-align: right;">(1 mark)</p>
Mark scheme	a) Identify the source of supply and suitable point(s) for isolation. b) Use your voltage detector to determine that the system is dead. c) Re-prove that the system is dead before beginning work. d) Prove that your voltage detector is functioning correctly.
AO	AO1b
Qual spec reference	244/1.3/1.3.2

Q35	When undertaking electrical work on a small water heater, where should the electrical supply be isolated? <p style="text-align: right;">(1 mark)</p>
Mark scheme	a) Emergency power stop button. b) Electrical isolator. c) Consumer unit. d) Fuse spur.
AO	AO1b
Qual spec reference	244/1.3/1.3.3

Q36	What type of lighting provides instant bright light? <p style="text-align: right;">(1 mark)</p>
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Mark scheme	<p>a) Compact fluorescent lamp.</p> <p>b) High-intensity discharge.</p> <p>c) Light emitting diode.</p> <p>d) Linear fluorescent.</p>
AO	AO1a
Qual spec reference	244/1.4/1.4.1

Q37	<p>What is the correct action to take when equipment fails portable appliance testing?</p> <p style="text-align: right;">(1 mark)</p>
Mark scheme	<p>a) Report to manufacturer.</p> <p>b) Report to HSE.</p> <p>c) Report to supplier.</p> <p>d) Report to supervisor.</p>
AO	AO1b
Qual spec reference	244/2.1/2.1.3

Q38	<p>What is the purpose of a fire alarm control panel?</p> <p style="text-align: right;">(1 mark)</p>
Mark scheme	<p>a) Automatically triggers the fire alarm system when smoke or heat is detected.</p> <p>b) Turns off lighting if the fire alarm is activated.</p> <p>c) Monitors and controls the components of the fire safety system.</p> <p>d) Allows the fire alarm to be triggered manually.</p>
AO	AO1b


Qual spec reference	244/2.2/2.2.1
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Q39	What function does a BMS provide? (1 mark)
Mark scheme	a) Time scheduling of building control functions. b) Occupancy of rooms within the building. c) Isolation of electrical systems. d) Automatic repairs of systems.
AO	AO1a
Qual spec reference	244/3.1/3.1.3

Q40	What type of automated control can conserve water? (1 mark)
Mark scheme	a) Infrared taps. b) Room thermostat. c) Infrared lighting sensor. d) Thermostatic radiator valve.
AO	AO1a
Qual spec reference	244/3.2/3.2.2


Q41	What type of component should not be part of a combined drainage system? (1 mark)
Mark scheme	<ul style="list-style-type: none"> a) Gutter. b) Soakaway. c) Downpipe. d) Inspection chamber.
AO	AO1a
Qual spec reference	246/1.2/1.2.1

Q42	What type of concrete post should be used to go in between two fence panels to continue a straight run? (1 mark)
Mark scheme	<ul style="list-style-type: none"> a) Intermediate. b) Corner. c) End. d) Three way.
AO	AO1b
Qual spec reference	246/1.1/1.1.2


Q45	<p>What is the defect shown in the image?</p>  <p>Brick wall – Scott Sidler - https://thecraftsmanblog.com</p> <p style="text-align: right;">(1 mark)</p>
Mark scheme	<ul style="list-style-type: none"> a) Cracking. b) Subsidence. c) Damp. d) Spalling.
AO	AO1a
Qual spec reference	246/2.3/2.3.1

Q46	<p>Which of the following defects may require specialist support and advice being sought?</p> <p style="text-align: right;">(1 mark)</p>
Mark scheme	<ul style="list-style-type: none"> a) Patching brick work after a boiler flue has been removed. b) Replacing some defective paving. c) Pointing mortar on a listed building. d) Unblocking a rainwater gully.
AO	AO1b
Qual spec reference	246/2.4/2.4.1

Q47	What type of hammer should be used with a bolster when cutting a concrete block? (1 mark)
Mark scheme	<ul style="list-style-type: none"> a) Brick. b) Club/lump. c) Warrington. d) Claw.
AO	AO1a
Qual spec reference	246/3.1/3.1.1

Q48	<p>What type of drill is shown in the image?</p>  <p>Screwfix Drill – Published anonymously - www.diy.com</p> <p>(1 mark)</p>
Mark scheme	<ul style="list-style-type: none"> a) SDS. b) Impact. c) Combination. d) Pillar.
AO	AO1a
Qual spec reference	246/3.1/3.1.2

Q49	What happens to mortar if plasticiser is added when mixing? <p style="text-align: right;">(1 mark)</p>
Mark scheme	a) It would become less workable. b) It would become more workable. c) It would be more resistant to frost. d) It would be less resistant to frost.
AO	AO1b
Qual spec reference	246/3.2/3.2.1

Q50	What type of fixing is shown in the image?  <p style="text-align: right;">(1 mark)</p>
Mark scheme	a) Clout. b) Round wire. c) Collated. d) Ring shank.
AO	AO1a
Qual spec reference	246/3.2/3.2/1

3 7255-256 Multiple-choice answer sheet

Candidate Name:

Date of Test: Click or tap to enter a date.

1	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>	d <input type="checkbox"/>
2	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>	d <input type="checkbox"/>
3	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>	d <input type="checkbox"/>
4	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>	d <input type="checkbox"/>
5	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>	d <input type="checkbox"/>
6	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>	d <input type="checkbox"/>
7	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>	d <input type="checkbox"/>
8	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>	d <input type="checkbox"/>
9	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>	d <input type="checkbox"/>
10	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>	d <input type="checkbox"/>
11	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>	d <input type="checkbox"/>
12	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>	d <input type="checkbox"/>
13	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>	d <input type="checkbox"/>
14	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>	d <input type="checkbox"/>
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16	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>	d <input type="checkbox"/>
17	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>	d <input type="checkbox"/>
18	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>	d <input type="checkbox"/>
19	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>	d <input type="checkbox"/>
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23	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>	d <input type="checkbox"/>
24	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>	d <input type="checkbox"/>
25	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>	d <input type="checkbox"/>
26	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>	d <input type="checkbox"/>
27	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>	d <input type="checkbox"/>
28	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>	d <input type="checkbox"/>
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33	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>	d <input type="checkbox"/>
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35	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>	d <input type="checkbox"/>
36	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>	d <input type="checkbox"/>
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42	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>	d <input type="checkbox"/>
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44	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>	d <input type="checkbox"/>
45	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>	d <input type="checkbox"/>
46	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>	d <input type="checkbox"/>
47	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>	d <input type="checkbox"/>
48	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>	d <input type="checkbox"/>
49	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>	d <input type="checkbox"/>
50	a <input type="checkbox"/>	b <input type="checkbox"/>	c <input type="checkbox"/>	d <input type="checkbox"/>



Number of correct answers: / 50

SAMPLE

4 7255-256 Mark scheme

Grading

Pass – 70%

Fail – 69%

Question number	Key	Question number	Key
1	b	26	c
2	c	27	c
3	a	28	a
4	d	29	a
5	c	30	a
6	c	31	a
7	a	32	b
8	d	33	c
9	b	34	a
10	d	35	d
11	a	36	c
12	c	37	d
13	b	38	c
14	d	39	a
15	a	40	a
16	c	41	b
17	a	42	a
18	c	43	d
19	a	44	c
20	b	45	d
21	a	46	c
22	c	47	b
23	a	48	a
24	d	49	b

Question number	Key	Question number	Key
25	a	50	d

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