



Module 1 : Knowledge Checkpoint

Answer the following questions by selecting the correct alternatives.

1. Indicate whether the following statements are True or False.

		T	F
a.	Certain appliances in South Africa were very inefficient when compared to countries where there are standards and labelling programmes.		
b.	South Africa's Greenhouse Gas Emissions are the lowest in Africa.		
c.	The appliance Standards and Labelling Programme is being implemented by government to help consumers manage their energy costs.		
d.	The MEPS in South Africa are the same as other countries.		
e.	Appliance Standards and Labelling Programmes around the world are not very successful.		

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2. For an appliance to be permitted on the shop floor, the following is required by law.

Tick the correct options below. There may be more than one correct option

a.	The appliance needs to go through a testing process by independent accredited facilities.	
b.	The appliance does not need to meet the MEPS standards	
c.	Each appliance needs to obtain a Letter of Authority (LoA)	
d.	Appliances displayed on the shop floor must display a South African Energy Efficiency Label that corresponds with the LoA.	
e.	Non-compliant products may remain in the shop floor to be sold if there is an indication of their non-compliance.	

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3. Non-compliant appliances will be dealt with in the following ways by the National Regulator for Compulsory Standards (NRCS):

Tick the correct options below. There may be more than one correct option

a.	The non-compliant appliance must be labelled as non-complaint, but can be sold.	
b.	The appliance or product may be quarantined until tested and have an LoA.	
c.	The products may be returned to their origin at suppliers cost.	
d.	The products can be taken by the NRCS and destroyed.	

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4. Identify the appliances that the new South African standards and labelling applies to.

Tick the correct requirements below.

a.	Air conditioners	
c.	Freezers	
e.	Dishwashers	
g.	Irons	
i.	Electric Geysers	
k.	Washer Dryer Combos	
m.	Fridge, Freezer Combos	

b.	Electric lamps	
d.	Kettles	
f.	Washing Machines	
h.	Tumble Dryers	
j.	Fridges	
l.	Electric Ovens	
n.	Audio Visual Equipment	

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MODULE 1 TOTAL SCORE: /23



Module 2 : Knowledge Checkpoint

Answer the following questions by selecting the correct alternatives.

1. Which of the following combinations best describe the purpose of the energy label?

Place a tick next to your selected answer

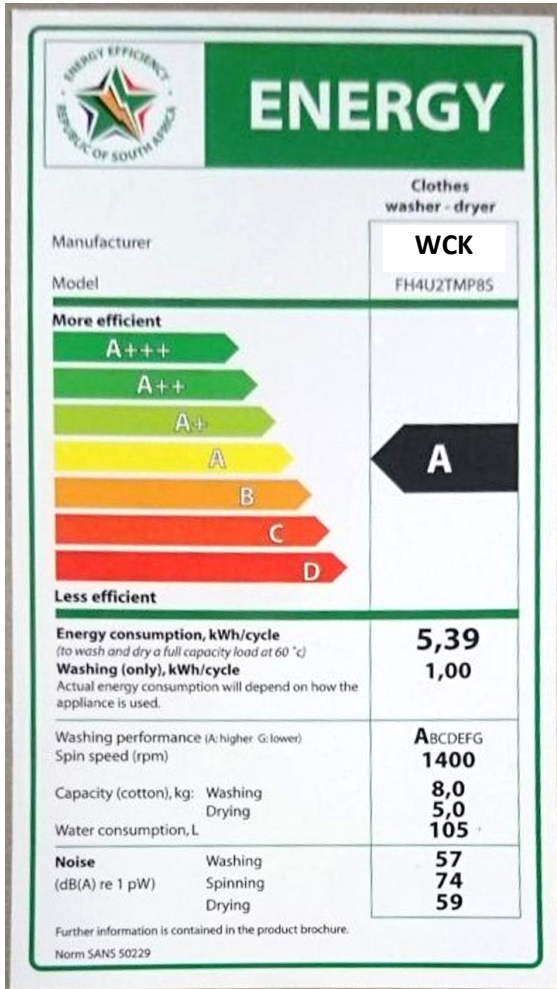
a. i, ii, iii	b. ii, iii	c. i
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i.	To empower South African consumers to be more energy efficient
ii.	To provide South African consumers with a way to compare appliances based on the energy efficiency rating
iii.	To show that the appliance is compliant with the countries MEPS and is legally able to be sold in South Africa

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2. Answer the following questions based on the South African Energy Efficiency Label.

Select the correct option

	a. Who manufactured this product?		
	JFT	WCK	EMC
	b. Which appliance does this label relate to?		
	Washing Machine	Dishwasher	Washer-Dryer
	c. What is the model number for this machine?		
	SANS50229	FH4U2TMP8S	MHR5672J5L8
	d. Which energy efficiency class does this product fall into?		
	A+++	B	A
	e. What is the energy consumption for the wash only function per cycle?		
	8,0 kWh	1,00 kWh	5,39 kWh
	f. What is the energy consumption for the full wash and dry function per cycle?		
	5,39 kWh	8,0 kWh	1,00 kWh
	g. What rating has been awarded to the washing performance?		
	D	F	A
	h. What is the capacity for the washing function of this machine?		
	5,0 kg	105L	8.0kg
i. What is the capacity for the drying function of this machine?			
5,0 kg	8.0kg	105l	
j. How much water does the machine consume in 1 cycle?			
105L	8.0kg	5,0 kg	
k. What is the noise level in dB(A) for the drying function?			
74dB(A)	59dB(A)	57dB(A)	
l. What is the maximum noise level in the spinning function?			
59dB(A)	74dB(A)	57dB(A)	
m. What is the maximum noise level in the washing function?			
57dB(A)	59dB(A)	74dB(A)	

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3. What is the minimum energy performance standard for each of the following appliances?

	Appliance	MEPS			Answer
1.	Washing Machine & Washer Dryer	A+	A	C	
2.	Refrigerators & Fridge Freezer	B	A	D	
3.	Freezers	A++	B	C	
4.	Geysers	C	B	A	
5.	Air Conditioners	A+	B	A	
6.	Dishwashers	B	C	A	
7.	Lighting	Various	C	D	
8.	Tumble Dryers	C	D	A	
9.	AV Equipment	A	C	Passive ≤1W	

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4. A fake SA Energy Efficiency label can be identified in the following ways:

Tick the correct options below. There may be more than one correct option

a.	The label size is 110mm x 200mm on normal appliances	
b.	The information on the label does not correspond to the machine it is being displayed on.	
c.	The LoA for the appliance does not match the label	
d.	The label indicates the SANS number in the bottom left corner	

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5. Indicate whether the following statements are True or False.

		T	F
a.	Appliances may only be sold in south Africa after being issued with an LoA		
b.	The label can be hidden in the box of the appliance for any appliance on display on the shop-floor		
c.	The label can be on any side of the appliance		
d.	The LoA is issued by the NRCS		
e.	The label should be on the outside of the product in a clearly visible position when displayed on the shop floor		
f.	The label does not need to be shown online on retail websites		
g.	The energy efficiency rating of appliances must be included in advertising materials		

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6. The three main roles retailers play regarding the energy label are:

a.	To sell the most expensive product on the shelf.	
b.	To ensure customers are informed about the energy label and the information provided on the label	
c.	To sell the cheapest product on the shelf to suit the customers budget.	
d.	To ensure the energy label is visible on all appliances	
e.	To ensure that all appliances on the shop floor have an LoA	

/3

TOTAL SCORE MODULE 2 /35



Module 3 : Knowledge Checkpoint

Answer the following questions by selecting the correct alternatives. Each question may have more than one correct option.

1. When selling appliances – sales people should

a.	Leave the customer alone to decide on the appliance they wish to purchase	
b.	The sales person should explain how the different appliances affect the customers short and long-term costs based on energy efficiency.	
c.	The sales person should explain the difference between the energy ratings on each appliance.	

/2

2. The “A” in the A B C Selling method refers to:

Place a tick next to your selected answer

a. i		b. ii, iii		c. i, ii, iii	
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i.	All Appliances in the 12 classes which are now energy efficient
ii.	All appliance with a valid LoA in the 12 categories are an improvement and will be energy efficient.
iii.	All appliances should have the energy efficient label displayed

/1



3. There are 3 benefits that make up the “B” of the ABC Method. The 3 benefits are:

Place a tick next to your selected answer

a. ii, v		b. i, iii, iv		c. i, ii, iv	
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i.	Reduce environmental impact
ii.	Own the latest technology
iii.	Save Energy
iv.	Save Money
v.	Pay the lowest price

/1

4. There are 3 benefits that make up the “B” of the ABC Method. The first benefit is to Save Money. When using this method in selling energy efficient products, we can prove the savings by:

Tick the correct requirements below.

a.	Asking consumers to calculate the difference in long term costs using online tools or an electricity bill	
b.	Directing the customer to the website to calculate the cost.	
c.	Explaining the label to show the difference between running costs.	

/3

5. How can you use the label to “upsell”?

Tick the correct requirements below.

a.	Selling a more expensive product to improve profit	
b.	Selling a bigger product than the client originally came in to buy	
c.	Selling a more energy efficient product despite it being more expensive due to the long-term savings.	

/1

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6. How can you use the label to “onsell” Tick the correct requirements below.

a.	Selling additional appliances then the customer originally planned to buy	
b.	Encouraging the customer to conduct an “appliance check” at home and plan to replace outdated appliances	
c.	Selling appliances to additional family members through word of mouth referrals.	

/1

7. Calculate the estimated monthly running costs of this appliance. Base your answer on an average electricity price of R1,50 per kWh:

	Appliance - Fridge
IMAGE	
ENERGY CONSUMPTION	360 kWh/year

a.	R 540.00	
b.	R 360.00	
c.	R45.00	

/1

8. Indicate if the following statements are true or false:

		T	F
a.	Opening and closing the doors of a fridge regularly does not affect the energy efficiency.		
b.	Buying an energy efficient air-conditioner but running it all day at the lowest or highest temperature even when you are not in the room will not save energy.		
c.	The most efficient washing machine will still save energy if continuously used on the hottest and longest wash.		

/3

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9. The “C” of the ABC method refers to the client’s choice. Indicate which choices the client should be encouraged to choose:

a.	To buy more efficiently	
b.	To use appliances more efficiently	
c.	To buy the latest technology regardless of the energy efficiency	
d.	To buy the cheapest product regardless of the energy efficiency.	
e.	To decide to be lighter on the planet	

/3

MODULE 3 TOTAL SCORE /16

TOTAL SCORE

MODULE 1	/23	52 POINTS IN TOTAL IS A PASS – 70%
MODULE 2	/35	
MODULE 3	/16	
TOTAL	/74	

NAME: _____

POSITION: _____

EMPLOYEE NO: _____

STORE: _____

PROVINCE: _____

TRAINER NAME: _____

DATE: _____