

ENGLISH FOR WORK / ENGLISH FOR ELECTRICAL PROJECTS AND CLIENT COMMUNICATION

Electricians' Workplace English

Specific reports. Clear status.



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Eight practical lessons. Eleven extended conversations.

Vocabulary, phrase banks, guided speaking, and explained answers.

Revised 2026 edition / Upper-intermediate to advanced

Your route through the book

01 Taking a precise electrical service request, page 4

Narrow a broad client description to named devices, location, and observation time without inferring technical status or requesting tests.

02 Clarifying lighting specifications, page 14

Explain the difference between light output and color temperature while preserving unresolved compatibility and substitution decisions.

03 Agreeing device positions and drawing references, page 26

Clarify the datum and device reference behind a mounting dimension without treating another trade drawing as installation approval.

04 Coordinating containment and shared work areas, page 36

Describe a cross-trade drawing conflict, request joint review, and preserve the distinction between a meeting and an approved route.

05 Communicating outage plans and status, page 48

Preserve the proposed scope and time window, correct an overstated notice, and distinguish facilities approval from electrical status.

06 Reporting findings and uncertainty, page 58

Distinguish a reported intermittent symptom from a limited visit observation and avoid turning a pending report into an unsupported assurance.

07 Assessing added equipment and substitutions, page 70

Request missing equipment information and explain the need for revised assessment and quotation without confirming capacity, price, or timing.

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Confirm document receipt, record an identification discrepancy, and assign a dated follow-up without relabeling or implying operational clearance.

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Suggested study range: B2-C1. This is an editorial study range, not a certified proficiency assessment.

Say exactly what the information establishes.

Precise electrical-work English separates client reports from verified conditions, lighting attributes from one another, and proposals from authorization. Practice accurate questions, comparisons, corrections, and handovers.

Keep a reported condition attributed

A client saying sockets are dead describes their experience; it is not verified electrical status. Capture the exact devices, location, and observation time without expanding the report to unassessed areas.

"The client reports two desk receptacles in Room 204, first noticed at 08:30."

Keep quantities attached to their units

Lumens describe light output, while kelvins describe color temperature. A mounting dimension also needs a reference point. A precise number alone does not settle a product comparison or an installation position.

"Both are listed at 1,200 lumens; the 3,000 K and 4,000 K values describe color temperature."

Separate proposals, approvals, and status

A requested outage window is not an approved outage or proof of isolation. Shared drawing review is not approval of a revised route. Use the exact stage established by the information.

"The proposed window is 18:00-19:00 for reception lighting only; facilities approval is pending."

Do not turn missing evidence into reassurance

A symptom not seen during one visit does not establish that a fault is absent. An outdated room label needs verification before identification is changed. State the limit and the named next step.

"Flickering was not observed during the visit; the cause is not established and report review is pending."

Professional boundaries

The cases and products are fictional. This book teaches English, not electrical testing, switching, isolation, diagnosis, installation, circuit identification, or code compliance. Follow actual training, authorization, procedures, manufacturer information, and applicable requirements. Client descriptions, labels, outage plans, and handover records do not prove equipment is de-energized or safe to use or work on. These dialogues authorize no electrical operation, relabeling, routing change, substitution, or added load.

A Read the situation

LESSON 01 / TAKING A PRECISE ELECTRICAL SERVICE REQUEST

Narrow a broad client description to named devices, location, and observation time without inferring technical status or requesting tests.

Which sockets, where, and since when?

Client Rosa tells electrician Kai that the office sockets are dead. Her account concerns two desk receptacles in Room 204, noticed at 08:30. Other areas have not been assessed. A panel-directory entry says office, but its accuracy has not been verified. Kai must clarify the request from the information Rosa already has. He must not ask her to test or operate anything, expand the report to the whole office, or treat dead as proof of safe electrical status.

People: Rosa, Client; Kai, Electrician.

Read the record

Choose one answer per question using the facts above.

1. What does Rosa's account actually cover?

- A. Two desk receptacles in Room 204
- B. Every circuit in the building
- C. A verified whole-office outage
- D. A confirmed isolated panel

2. What does 08:30 represent?

- A. When Rosa noticed the problem
- B. A verified fault start time
- C. A completed test time
- D. A guaranteed repair appointment

3. What is the status of the panel-directory entry?

- A. It says office, but accuracy is unverified
- B. It proves the relevant circuit identity
- C. It authorizes the client to operate equipment
- D. It confirms the area is safe

[Answers and explanations, page 109](#)

B Vocabulary in use

CORE TERMS

receptacle

Device providing contacts for a plug connection.

identify the reported receptacles

outlet

Point where electrical energy is supplied to utilization equipment.

identify the outlet location

service request

Report asking for attention to a stated issue.

clarify the service request

reported symptom

Problem described by a person rather than established by a technical finding.

record the reported symptom

onset

Time when a condition began, if established.

distinguish observation from onset

unassessed area

Location whose condition has not been evaluated.

identify unassessed areas

socket

Common term for a receptacle or plug-in connection point.

clarify which sockets are reported

desk receptacle

Receptacle serving or located at a desk position.

specify the desk receptacle

client account

Description supplied by the customer.

preserve the client account

observation time

When a person noticed the described condition.

record the observation time

affected location

Area named in the report as experiencing the issue.

specify the affected location

panel directory

List identifying circuits or areas associated with a panel.

verify the panel directory

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

receptacle RECEPTACLE

identify the reported receptacles

Keep the meaning precise: Device providing contacts for a plug connection.

client account CLIENT ACCOUNT

preserve the client account

Keep the meaning precise: Description supplied by the customer.

B Precision and professional shorthand

EXTEND YOUR RANGE

directory entry

Individual item in a panel or circuit list.

quote the directory entry

circuit

Electrical path or connected arrangement through which current may flow.

distinguish the circuit from the room name

IP code

Enclosure protection code with separate digits for solid-object and water protection.

verify the IP code

verified status

Condition established through the appropriate authorized process.

distinguish verified status

isolation status

Established state of separation from relevant energy sources under the actual procedure.

report only verified isolation status

scope of report

Extent of the issue actually described by the reporting person.

limit the scope of report

circuit identification

Establishing which circuit corresponds to a device or area.

refer circuit identification for verification

distribution panel

Assembly distributing electrical supply to outgoing circuits.

identify the distribution panel

room reference

Identifier locating a room in the building.

include the room reference

de-energized

In a state without energization, requiring appropriate verification before reliance.

avoid an unsupported de-energized claim

technical finding

Conclusion supported by the relevant professional assessment.

distinguish a technical finding

readback

Repetition of important information to confirm accuracy.

give a precise readback

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

panel directory PANEL DIRECTORY

verify the panel directory

Keep the meaning precise: List identifying circuits or areas associated with a panel.

IP code IP CODE

verify the IP code

Keep the meaning precise: Enclosure protection code with separate digits for solid-object and water protection.

Phrases that move the work forward

Acknowledge the report

I will record what you have already observed.

Confirm the devices

You mean the two desk receptacles in Room 204.

Avoid an onset claim

We have not established exactly when it began.

Preserve unknown areas

Other areas have not been assessed.

Quote the label accurately

The directory entry says office.

Separate wording and status

Dead is your description, not verified electrical status.

Use existing observations

You do not need to test or operate anything for this clarification.

Read back the request

Two desk receptacles, Room 204, noticed at 08:30, other areas unassessed.

Narrow the location

Which room does your report concern?

Clarify the time

Is 08:30 when you first noticed the issue?

Keep attribution

The client reports that those two receptacles are not working as expected.

Avoid a whole-office claim

I will not describe this as a verified office-wide outage.

Keep identification open

The directory's accuracy has not been verified.

Avoid a safety inference

I cannot infer that equipment is de-energized or safe from this report.

Keep the count visible

The report concerns two devices, not an unspecified number.

Close the intake

I will preserve the unverified directory entry separately from your device report.

Precision in real exchanges

Purpose: Clarify the time

Useful wording: Is 08:30 when you first noticed the issue?

Purpose: Avoid an onset claim

Useful wording: We have not established exactly when it began.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which service summary is accurate?

- A.** Client reports two desk receptacles in Room 204, noticed at 08:30; other areas unassessed.
- B.** Entire office verified dead since exactly 08:30.
- C.** Panel isolated and safe because its label says office.
- D.** All other areas confirmed normal.

2. Which question is appropriate?

- A.** Which room does your existing report concern?
- B.** Can you open the panel and test the circuit?
- C.** Can you reset devices until something changes?
- D.** Can you operate equipment to prove the label?

3. A colleague needs the term for this meaning: Receptacle serving or located at a desk position. Which term fits?

- A.** circuit
- B.** desk receptacle
- C.** isolation status
- D.** onset

D Choose the response that fits / continued

4. Rebuild the exchange from "Which sockets, where, and since when?". Rosa: "I noticed it at eight-thirty. I don't know whether it began then or earlier; that's when I became aware of the problem." Kai: [missing response] Rosa: "The other rooms haven't been assessed as part of this report. My wording shouldn't suggest they're all affected or all working." Which response belongs in the gap?

- A.** I will describe those as unassessed areas. That means their status is unknown here, not that they are definitely affected or definitely working normally.
- B.** There is no verified status established by this conversation. I am clarifying the information for the request, not reporting a completed electrical assessment.
- C.** The readback is: client reports two desk receptacles in Room 204, noticed at 08:30; exact onset unknown; other areas unassessed; directory wording unverified.
- D.** Then 08:30 is the observation time. I will keep that distinction and avoid saying the fault definitely began at that exact time.

[Answers and explanations, page 109](#)

One useful distinction

Dead is Rosa's informal description, not verified de-energized or isolated status. Her account identifies two desk receptacles in Room 204. Other areas are unassessed, so they must not be described as either working normally or affected.

E Conversation

Which sockets, where, and since when?

Which sockets, where, and since when?

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

service request / directory entry / Circuit identification / receptacles / readback /
room reference / reported symptom / unassessed areas / observation time /
verified status

- 01 **Rosa:** The office sockets are dead, Kai. What information do you need for the request? I can tell you what we've already noticed.
- 02 **Kai:** Let us clarify the ¹ _____ using what you already know. Which room and which connection points does your report concern? You do not need to test or operate anything.
- 03 **Rosa:** It's the two desk receptacles in Room 204. When I said office, I meant that room, not every office on the floor.
- 04 **Kai:** I will use the ² _____ of 204 and name the two desk receptacles. I will not expand that to every connection point in the office.
- 05 **Rosa:** I noticed it at eight-thirty. I don't know whether it began then or earlier; that's when I became aware of the problem.
- 06 **Kai:** Then 08:30 is the ³ _____. I will keep that distinction and avoid saying the fault definitely began at that exact time.
- 07 **Rosa:** The other rooms haven't been assessed as part of this report. My wording shouldn't suggest they're all affected or all working.
- 08 **Kai:** I will describe those as ⁴ _____. That means their status is unknown here, not that they are definitely affected or definitely working normally.
- 09 **Rosa:** The records we already hold include a directory entry saying office. I don't know whether it correctly identifies these two devices.
- 10 **Kai:** I will record the ⁵ _____ separately. Its wording is useful information, but it does not verify which circuit serves the devices in your report.

Conversation continues on the next page.

Which sockets, where, and since when?

CONVERSATION / CONTINUED

- 11 **Rosa:** Should I describe them as receptacles or outlets? I want the actual devices identified, rather than an uncertain whole-room arrangement.
- 12 **Kai:** We can specify two desk ⁶ _____. The important detail is the exact devices and room, not replacing your wording with a broader claim about the electrical installation.
- 13 **Rosa:** By dead I mean they weren't working as I expected. I'm not claiming someone checked their electrical state or isolated them.
- 14 **Kai:** I will preserve that as a ⁷ _____. Dead in a client account is not proof that equipment is de-energized, isolated, or safe to use or work on.
- 15 **Rosa:** That's helpful. I don't want an everyday description copied into the request as if a technical assessment has already been completed.
- 16 **Kai:** There is no ⁸ _____ established by this conversation. I am clarifying the information for the request, not reporting a completed electrical assessment.
- 17 **Rosa:** Could you read back the room, count, and observation time? Those are the details I can confirm from what I already know.
- 18 **Kai:** The ⁹ _____ is: client reports two desk receptacles in Room 204, noticed at 08:30; exact onset unknown; other areas unassessed; directory wording unverified.
- 19 **Rosa:** Yes, that's accurate. Please retain office as unverified wording and keep it separate from the two devices I've reported.
- 20 **Kai:** I will. ¹⁰ _____ remains open for the appropriate process. The request will preserve your observations without asking you to carry out any electrical action or adding a technical finding.

CHECK THE GAPS

1. service request / 2. room reference / 3. observation time / 4. unassessed areas / 5. directory entry / 6. receptacles / 7. reported symptom / 8. verified status / 9. readback / 10. Circuit identification

[Why these answers fit, page 110](#)

F Check accuracy and scope

Which sockets, where, and since when?

Return to the case

Client Rosa tells electrician Kai that the office sockets are dead. Her account concerns two desk receptacles in Room 204, noticed at 08:30. Other areas have not been assessed. A panel-directory entry says office, but its accuracy has not been verified. Kai must clarify the request from the information Rosa already has. He must not ask her to test or operate anything, expand the report to the whole office, or treat dead as proof of safe electrical status.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. What does the label office establish?

- A. Only the wording of an unverified directory entry
- B. Verified circuit identity for the two devices
- C. Safe isolation of all office equipment
- D. A completed technical assessment

2. Which statement wrongly upgrades the evidence?

- A. The report concerns Room 204.
- B. The directory needs verification.
- C. The receptacles are confirmed de-energized because the client called them dead.
- D. The client used the word dead.

[Answers and explanations, page 112](#)

Listen for the distinction

Switch roles for turns 11-20; keep dead attributed to the client, not a verified electrical state.

Translate broad wording into a precise report

Clients often use a general room name and an everyday word for a problem. Ask neutral questions about what they already observed. Keep their report attributed, preserve unassessed areas as unknown, and avoid turning an informal description into a technical finding.

F Say it / transfer to a new case

Keep the report attributed and specific

Complete the intake readback from the client information. Do not turn the word dead or an unverified label into a technical conclusion.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

08:30 / two / 204 / unverified

- 01 **Electrician:** Your report concerns ¹ _____ desk receptacles.
- 02 **Client:** They are in Room ² _____.
- 03 **Electrician:** You noticed the issue at ³ _____.
- 04 **Client:** The directory entry remains ⁴ _____.

CHECK THE GAPS

1. two / 2. 204 / 3. 08:30 / 4. unverified

[Why these answers fit, page 112](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "Which sockets, where, and since when?". Rosa: "By dead I mean they weren't working as I expected. I'm not claiming someone checked their electrical state or isolated them." Kai: [missing response] Rosa: "That's helpful. I don't want an everyday description copied into the request as if a technical assessment has already been completed." Which response belongs in the gap?

- A.** Let us clarify the service request using what you already know. Which room and which connection points does your report concern? You do not need to test or operate anything.
- B.** I will preserve that as a reported symptom. Dead in a client account is not proof that equipment is de-energized, isolated, or safe to use or work on.
- C.** I will use the room reference of 204 and name the two desk receptacles. I will not expand that to every connection point in the office.
- D.** We can specify two desk receptacles. The important detail is the exact devices and room, not replacing your wording with a broader claim about the electrical installation.

[Answers and explanations, page 113](#)

A Read the situation

LESSON 02 / CLARIFYING LIGHTING SPECIFICATIONS

Explain the difference between light output and color temperature while preserving unresolved compatibility and substitution decisions.

More kelvins does not mean more light

Client Ben has selected two fictional luminaires for comparison with electrician Asha. Both are listed at 1,200 lumens. One is 3,000 kelvins and the other 4,000 kelvins. Ben assumes the larger kelvin number means more light. No substitution is approved, and driver compatibility remains for specialist review. Asha must explain the two attributes without promising identical illumination at a work surface or treating equal lumen output as proof that the products are interchangeable.

People: Ben, Client; Asha, Electrician.

Read the record

Choose one answer per question using the facts above.

1. What do both products list?

- A. An approved substitution
- B. 1,200 lumens
- C. The same color temperature
- D. Confirmed driver compatibility

2. What differs between them?

- A. A confirmed installation position
- B. A supplied warranty duration
- C. The 3,000 K and 4,000 K color-temperature values
- D. The listed lumen output

3. What remains for specialist review?

- A. Driver compatibility
- B. Which listed product has greater lumen output
- C. Whether 4,000 K establishes lower input power
- D. Whether equal lumens establish identical desk illuminance

[Answers and explanations, page 114](#)

B Vocabulary in use

CORE TERMS

luminaire

Complete lighting unit with its relevant light source and supporting components.

compare the luminaires

luminous flux

Total visible light output weighted for human visual sensitivity.

specify luminous flux

correlated color temperature

Description of a light source's color appearance relative to a reference, abbreviated CCT.

compare correlated color temperature

cool white

Description commonly used for a cooler white-light appearance.

compare cool-white appearance

illuminance

Amount of light arriving on a surface per unit area.

assess illuminance at the work surface

light distribution

Pattern in which a luminaire sends light into a space.

compare light distribution

lumen

Unit of luminous flux, describing visible light output.

compare lumen output

kelvin

Unit used to state correlated color temperature.

read the kelvin value

warm white

Description commonly used for a warmer white-light appearance.

describe warm-white light

light output

Amount of light emitted, commonly stated in lumens.

distinguish light output

lux

Unit of illuminance equal to one lumen per square meter.

state illuminance in lux

beam angle

Angular spread used to describe a light beam under a stated convention.

check the beam angle

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

luminaire **LUMINAIRE**

compare the luminaires

Keep the meaning precise: Complete lighting unit with its relevant light source and supporting components.

warm white **WARM WHITE**

describe warm-white light

Keep the meaning precise: Description commonly used for a warmer white-light appearance.

B Precision and professional shorthand

EXTEND YOUR RANGE

LED

Light-emitting diode, a semiconductor light source.

identify the LED product

driver compatibility

Suitability of a driver for the specified lighting and control arrangement.

verify driver compatibility

control interface

Connection or protocol through which a lighting system is controlled.

identify the control interface

efficacy

Light output per unit of input power, commonly lumens per watt.

distinguish efficacy from color temperature

color rendering index

Metric describing color fidelity relative to a reference, abbreviated CRI.

check the color rendering index

substitution

Proposed replacement of a specified product with another.

review a proposed substitution

driver

Device supplying and regulating electrical power for an LED system.

review the driver specification

dimming

Adjustment of light output through a compatible control arrangement.

review dimming requirements

watt

Unit of power, distinct from a measure of light output.

compare input power in watts

color rendering

Effect of a light source on the appearance of object colors.

compare color rendering

product data sheet

Document describing specified product attributes.

compare the product data sheets

specialist review

Assessment by a person with relevant technical competence.

refer compatibility for specialist review

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

beam angle **BEAM ANGLE**

check the beam angle

Keep the meaning precise: Angular spread used to describe a light beam under a stated convention.

control interface **CONTROL INTERFACE**

identify the control interface

Keep the meaning precise: Connection or protocol through which a lighting system is controlled.

Phrases that move the work forward

Name the two attributes

Lumens and kelvins describe different things.

Explain color

Kelvins describe the color temperature.

Compare the color

The 4,000 K option has a cooler appearance than the 3,000 K option.

Preserve the exact claim

Their listed outputs match; that is not a promise of identical desk illumination.

Avoid a wattage inference

The supplied figures do not tell us their input power.

Keep compatibility open

Driver compatibility still needs specialist review.

Distinguish comparison and replacement

Comparing them does not authorize swapping one for the other.

Avoid a control promise

We have not established dimming compatibility.

Explain output

Lumens describe the listed light output.

Compare the given output

Both products are listed at 1,200 lumens.

Correct the assumption

A larger kelvin number does not mean more lumen output.

Separate distribution

We also need to consider how the light is distributed.

Avoid an efficiency inference

We cannot rank efficiency from color temperature alone.

Keep approval open

No product substitution is approved.

Refer the data

The specialist needs the relevant product and driver information.

Read back the result

Same listed lumens, different color temperature, and compatibility still unresolved.

Precision in real exchanges

Purpose: Compare the given output

Useful wording: Both products are listed at 1,200 lumens.

Purpose: Compare the color

Useful wording: The 4,000 K option has a cooler appearance than the 3,000 K option.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which correction is accurate?

- A.** 4,000 K means 4,000 lumens.
- B.** 3,000 K always uses less electricity.
- C.** Equal lumens prove identical drivers.
- D.** Both list 1,200 lumens; 4,000 K describes a cooler color appearance, not more listed output.

2. Which claim is not supported by equal lumens?

- A.** The lumen figures do not differ in this comparison.
- B.** Both will provide identical illumination at every desk.
- C.** Their listed light-output values match.
- D.** Each is listed at 1,200 lumens.

3. A colleague needs the term for this meaning: Unit used to state correlated color temperature. Which term fits?

- A.** illuminance
- B.** kelvin
- C.** driver compatibility
- D.** color rendering index

D Choose the response that fits / continued

4. Rebuild the exchange from "More kelvins does not mean more light". Ben: "What would four thousand look like compared with three thousand? I'd like to describe the difference accurately when I speak to our designer." Asha: [missing response] Ben: "If their outputs match, will they put the same light level on each desk? That's what matters most to the people using this room." Which response belongs in the gap?

- A.** That figure is the correlated color temperature, not the output. Both products list twelve hundred lumens, so their stated outputs are equal.
- B.** Not necessarily. Illuminance concerns the light arriving at the surface. The installation conditions and where the light goes both affect that result.
- C.** Use the lumen value. Both list twelve hundred here. Kelvins describe the white light's color appearance, not how much light it emits.
- D.** It has a cooler color appearance. Cooler doesn't mean the fitting runs colder, and a higher kelvin figure doesn't mean more lumens.

[Answers and explanations, page 114](#)

One useful distinction

Both luminaires are listed at 1,200 lumens, so the supplied light-output figures are equal. The 4,000 K product has a cooler color appearance than the 3,000 K product. The larger kelvin number does not establish a greater lumen output.

E Conversation

More kelvins does not mean more light

More kelvins does not mean more light

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

Driver compatibility / correlated color temperature / color appearance / watts /
light distribution / Illuminance / substitution / product data sheet / lumen /
specialist review

- 01 **Ben:** These are the two fittings I'm comparing. The four-thousand-K version should give more light than the three-thousand-K one, shouldn't it?
- 02 **Asha:** That figure is the ¹ _____, not the output. Both products list twelve hundred lumens, so their stated outputs are equal.
- 03 **Ben:** I've been comparing the wrong numbers. Which figure should I use when I mean the amount of light coming from the fitting?
- 04 **Asha:** Use the ² _____ value. Both list twelve hundred here. Kelvins describe the white light's color appearance, not how much light it emits.
- 05 **Ben:** What would four thousand look like compared with three thousand? I'd like to describe the difference accurately when I speak to our designer.
- 06 **Asha:** It has a cooler ³ _____. Cooler doesn't mean the fitting runs colder, and a higher kelvin figure doesn't mean more lumens.
- 07 **Ben:** If their outputs match, will they put the same light level on each desk? That's what matters most to the people using this room.
- 08 **Asha:** Not necessarily. ⁴ _____ concerns the light arriving at the surface. The installation conditions and where the light goes both affect that result.
- 09 **Ben:** So the total leaving a fitting isn't the same as the amount arriving at one particular desk. We need more information for that comparison.
- 10 **Asha:** Yes, including the ⁵ _____. Equal total outputs can be directed differently, so I won't promise identical light levels throughout the desk area.

Conversation continues on the next page.

More kelvins does not mean more light

CONVERSATION / CONTINUED

- 11 **Ben:** What about electricity use? Does the higher color-temperature number mean more power, or is that another separate figure on the specification?
- 12 **Asha:** Power is stated in ⁶ _____. Those values aren't supplied here, so neither the color difference nor the equal output establishes which uses more electricity.
- 13 **Ben:** Can the driver planned for the first fitting be used with the second? I don't want to discover a separate compatibility issue after choosing.
- 14 **Asha:** ⁷ _____ needs specialist review. Equal lumens don't establish that the electrical and control arrangements suit both products.
- 15 **Ben:** Please leave the order unchanged while we compare. I'm asking about the alternative, not giving permission to substitute it for the specified fitting.
- 16 **Asha:** Understood. No ⁸ _____ is approved. I'll keep your comparison question separate from permission to change the order.
- 17 **Ben:** What should go to the specialist? The two label numbers clearly aren't enough to settle the driver and control questions.
- 18 **Asha:** Send the relevant ⁹ _____ with the driver information. We haven't established dimming behavior or technical interchangeability in this conversation.
- 19 **Ben:** Then I can report equal listed output, different white-light appearance, and an unresolved replacement question. I shouldn't promise equal desk illumination.
- 20 **Asha:** Correct. The ¹⁰ _____ remains outstanding. We can explain the labels now while leaving compatibility and substitution for the appropriate assessment.

CHECK THE GAPS

1. correlated color temperature / 2. lumen / 3. color appearance / 4. Illuminance / 5. light distribution / 6. watts / 7. Driver compatibility / 8. substitution / 9. product data sheet / 10. specialist review

[Why these answers fit, page 115](#)

F Check accuracy and scope

More kelvins does not mean more light

Return to the case

Client Ben has selected two fictional luminaires for comparison with electrician Asha. Both are listed at 1,200 lumens. One is 3,000 kelvins and the other 4,000 kelvins. Ben assumes the larger kelvin number means more light. No substitution is approved, and driver compatibility remains for specialist review. Asha must explain the two attributes without promising identical illumination at a work surface or treating equal lumen output as proof that the products are interchangeable.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. What should happen with driver compatibility?

- A. Refer it for specialist review using the relevant information
- B. Assume compatibility because both list 1,200 lumens
- C. Ask the client to try connecting them
- D. Treat the higher kelvin value as approval

2. What is the substitution status?

- A. Not approved
- B. Automatically approved by the color comparison
- C. Approved because the client mentioned both products
- D. Completed and tested

[Answers and explanations, page 117](#)

Listen for the distinction

Switch roles for turns 11-20. Stress watts, compatibility, and substitution as separate questions.

Correct the comparison without making the client feel foolish

Lighting labels place several numbers close together, and a larger figure can seem like a simple improvement. Name what each unit describes, compare the supplied values, and keep separate questions such as distribution, compatibility, and approval visible.

F Say it / transfer to a new case

Keep light output and color separate

Complete the client explanation using the supplied values. Do not infer a different output, identical desk illumination, or approved compatibility.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

lumens / cooler / review / kelvins

- 01 **Electrician:** Both products list 1,200 ¹ _____.
- 02 **Client:** The 3,000 and 4,000 values are in ² _____.
- 03 **Electrician:** The 4,000 K option has a ³ _____ appearance.
- 04 **Client:** Driver compatibility still needs specialist ⁴ _____.

CHECK THE GAPS

1. lumens / 2. kelvins / 3. cooler / 4. review

[Why these answers fit, page 117](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "More kelvins does not mean more light". Ben: "Can the driver planned for the first fitting be used with the second? I don't want to discover a separate compatibility issue after choosing." Asha: [missing response] Ben: "Please leave the order unchanged while we compare. I'm asking about the alternative, not giving permission to substitute it for the specified fitting." Which response belongs in the gap?

- A.** Understood. No substitution is approved. I'll keep your comparison question separate from permission to change the order.
- B.** Correct. The specialist review remains outstanding. We can explain the labels now while leaving compatibility and substitution for the appropriate assessment.
- C.** Driver compatibility needs specialist review. Equal lumens don't establish that the electrical and control arrangements suit both products.
- D.** Send the relevant product data sheet with the driver information. We haven't established dimming behavior or technical interchangeability in this conversation.

[Answers and explanations, page 118](#)

Review 1 / Meaning and context

Use language from the lessons you have completed. Choose one answer per question.

Case file

Revisit "Taking a precise electrical service request" and "Clarifying lighting specifications". Choose precise terminology, then reconstruct the missing responses using both neighboring turns. The final two questions also revisit earlier conversations.

1. A colleague needs the term for this meaning: Point where electrical energy is supplied to utilization equipment. Which term fits?

- A. outlet
- B. observation time
- C. circuit identification
- D. de-energized

2. A colleague needs the term for this meaning: Amount of light emitted, commonly stated in lumens. Which term fits?

- A. light output
- B. LED
- C. luminaire
- D. efficacy

3. Rebuild the exchange from "Which sockets, where, and since when?". Rosa: "The records we already hold include a directory entry saying office. I don't know whether it correctly identifies these two devices." Kai: [missing response] Rosa: "Should I describe them as receptacles or outlets? I want the actual devices identified, rather than an uncertain whole-room arrangement." Which response belongs in the gap?

- A. I will use the room reference of 204 and name the two desk receptacles. I will not expand that to every connection point in the office.
- B. I will describe those as unassessed areas. That means their status is unknown here, not that they are definitely affected or definitely working normally.
- C. I will record the directory entry separately. Its wording is useful information, but it does not verify which circuit serves the devices in your report.
- D. We can specify two desk receptacles. The important detail is the exact devices and room, not replacing your wording with a broader claim about the electrical installation.

Review 1 / Meaning and context / continued

4. Rebuild the exchange from "More kelvins does not mean more light". Ben: "What should go to the specialist? The two label numbers clearly aren't enough to settle the driver and control questions." Asha: [missing response] Ben: "Then I can report equal listed output, different white-light appearance, and an unresolved replacement question. I shouldn't promise equal desk illumination." Which response belongs in the gap?

- A.** Correct. The specialist review remains outstanding. We can explain the labels now while leaving compatibility and substitution for the appropriate assessment.
- B.** Use the lumen value. Both list twelve hundred here. Kelvins describe the white light's color appearance, not how much light it emits.
- C.** Send the relevant product data sheet with the driver information. We haven't established dimming behavior or technical interchangeability in this conversation.
- D.** That figure is the correlated color temperature, not the output. Both products list twelve hundred lumens, so their stated outputs are equal.

[Answers and explanations, page 149](#)

A Read the situation

LESSON 03 / AGREEING DEVICE POSITIONS AND DRAWING REFERENCES

Clarify the datum and device reference behind a mounting dimension without treating another trade drawing as installation approval.

Centerline or lower edge?

Electrician Leila and joinery coordinator Omar review a reception elevation showing a device at 1,100 millimeters above finished floor level. The electrical note does not identify whether the figure refers to the device centerline or lower edge. The joinery drawing uses a centerline. No position has been approved for installation. Leila needs the responsible designer to clarify the intended reference rather than silently import the joinery convention into the electrical detail.

People: Omar, Joinery coordinator; Leila, Electrician.

Read the record

Choose one answer per question using the facts above.

1. What is stated on the reception elevation?

- A. An approved lower-edge position
- B. A verified centerline instruction for installation
- C. A dimension from the unfinished slab
- D. 1,100 millimeters above finished floor level, with the device reference unclear

2. What convention does the joinery drawing use?

- A. Lower edge only
- B. Top edge only
- C. No reference at all
- D. Centerline

3. What is the installation status?

- A. No device position is approved
- B. Centerline approved automatically
- C. Lower edge approved automatically
- D. Installation already completed

[Answers and explanations, page 119](#)

B Vocabulary in use

CORE TERMS

finished floor level

Level of the completed floor surface, commonly abbreviated FFL.

confirm finished floor level

centerline

Reference line through the specified center of a component.

identify the centerline

upper edge

Top boundary of the specified device or component.

distinguish the upper edge

device position

Intended location of a specified component.

confirm the device position

datum level

Reference level from which a height is measured.

verify the datum level

set-out

Defined positioning information for locating work.

clarify the set-out information

above finished floor

Dimension measured upward from the completed floor, commonly abbreviated AFF.

state the height above finished floor

lower edge

Bottom boundary of the specified device or component.

locate the lower edge

mounting height

Specified height for locating a mounted device.

clarify the mounting height

reception elevation

Drawing view showing the reception face and its details.

review the reception elevation

dimension endpoint

Point or edge to which a dimension extends.

identify the dimension endpoint

joinery interface

Point where electrical work and fitted woodwork must coordinate.

review the joinery interface

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

finished floor level FINISHED FLOOR LEVEL

confirm finished floor level

Keep the meaning precise: Level of the completed floor surface, commonly abbreviated FFL.

mounting height MOUNTING HEIGHT

clarify the mounting height

Keep the meaning precise: Specified height for locating a mounted device.

B Precision and professional shorthand

EXTEND YOUR RANGE

drawing convention

Agreed or customary way information is represented on a drawing.

clarify the drawing convention

faceplate

Visible plate associated with an electrical accessory or device.

identify the faceplate

device schedule

List identifying specified devices and their attributes.

check the device schedule

vertical alignment

Relative positioning along a vertical direction.

confirm vertical alignment

design clarification

Explanation resolving uncertain design information.

request design clarification

installation instruction

Authorized direction for fitting the specified equipment.

distinguish an installation instruction

reference ambiguity

Uncertainty about what a dimension or note refers to.

flag the reference ambiguity

back box

Enclosure behind a device or accessory.

distinguish the back box

horizontal alignment

Relative positioning along a horizontal direction.

coordinate horizontal alignment

approved location

Position explicitly accepted through the relevant process.

verify the approved location

coordination mark-up

Annotated drawing used to communicate coordination questions.

prepare a coordination mark-up

reference readback

Repetition of the datum and endpoint to verify shared understanding.

give a reference readback

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

joinery interface JOINERY INTERFACE

review the joinery interface

Keep the meaning precise: Point where electrical work and fitted woodwork must coordinate.

device schedule DEVICE SCHEDULE

check the device schedule

Keep the meaning precise: List identifying specified devices and their attributes.

Phrases that move the work forward

Read the stated height

The elevation shows 1,100 millimeters above finished floor level.

Identify the missing endpoint

The note does not say centerline or lower edge.

Avoid importing a convention

That does not automatically settle the electrical reference.

Keep the datum unchanged

I am not asking to change the finished-floor reference.

Avoid a guessed conversion

We do not have the device dimensions needed for a conversion.

Request coordinated review

Please review the reception elevation with the joinery drawing.

Name the interface

This is a device-position question at the joinery interface.

Read back the known facts

1,100 above finished floor, endpoint unclear, joinery centerline shown.

Identify the known datum

The reference level is the completed floor surface.

Cite the other drawing

The joinery drawing uses a centerline.

Ask a precise question

Does 1,100 refer to the device centerline or its lower edge?

Keep the value unchanged

The query concerns the endpoint, not a new height.

Preserve approval status

No installation position has been approved.

Distinguish a mark-up from approval

A coordination note is not an installation instruction.

Ask for explicit clarification

The reply should state the datum and the device reference.

Close without setting a position

We need clarification before presenting either interpretation as approved.

Precision in real exchanges

Purpose: Cite the other drawing

Useful wording: The joinery drawing uses a centerline.

Purpose: Avoid importing a convention

Useful wording: That does not automatically settle the electrical reference.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which question addresses the ambiguity?

- A.** Is the 1,100-millimeter height to the centerline or lower edge of the device?
- B.** Why is the lower edge already approved?
- C.** Can we assume the unfinished slab is the datum?
- D.** Which installed device has failed?

2. Which fact is already known?

- A.** The datum is finished floor level
- B.** The electrical endpoint is definitely centerline
- C.** The lower edge is approved
- D.** The device height needed for conversion

3. A colleague needs the term for this meaning: Bottom boundary of the specified device or component. Which term fits?

- A.** datum level
- B.** faceplate
- C.** lower edge
- D.** design clarification

D Choose the response that fits / continued

4. Rebuild the exchange from "Centerline or lower edge?". Omar: "I'll attach the joinery detail to explain why I expected a centerline. It shouldn't be taken as an answer for the electrical designer." Leila: [missing response] Omar: "Can the reply name the feature explicitly? Repeating eleven hundred won't resolve whether it's centerline, lower edge, faceplate, or another reference." Which response belongs in the gap?

- A.** That will help explain the joinery interface. The other drawing is relevant evidence for the question, not permission to fill in the missing electrical reference ourselves.
- B.** We do not have the device dimensions for that calculation. A reference ambiguity is not solved by inventing an offset or assuming a particular faceplate size.
- C.** Yes. Finished floor level is the stated datum. The missing part is the reference on the device, and we should keep those two questions separate.
- D.** Exactly. The design clarification concerns what the existing note means. We are not asking to change the 1,100-millimeter value or the finished-floor datum without a design decision.

[Answers and explanations, page 119](#)

One useful distinction

The floor datum is stated: finished floor level. The missing information is the endpoint on the device, centerline or lower edge. The joinery centerline convention highlights the need to coordinate, but does not authorize applying that convention to the electrical note.

E Conversation

Centerline or lower edge?

Centerline or lower edge?

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

mounting height / design clarification / installation instruction / dimension endpoint /
Finished floor level / reference readback / coordination mark-up / reference ambiguity /
approved location / joinery interface

- 01 **Omar:** Our joinery drawing uses a centerline at eleven hundred above finished floor. Can the electrical position use that reference, or does your note leave it open?
- 02 **Leila:** Not yet. The ¹ _____ is shown, but the electrical note does not say whether it refers to the centerline or the lower edge.
- 03 **Omar:** So finished floor tells us where the dimension starts. The uncertainty is where it ends on the device, not which floor level to use.
- 04 **Leila:** Yes. ² _____ is the stated datum. The missing part is the reference on the device, and we should keep those two questions separate.
- 05 **Omar:** I'll attach the joinery detail to explain why I expected a centerline. It shouldn't be taken as an answer for the electrical designer.
- 06 **Leila:** That will help explain the ³ _____. The other drawing is relevant evidence for the question, not permission to fill in the missing electrical reference ourselves.
- 07 **Omar:** Can the reply name the feature explicitly? Repeating eleven hundred won't resolve whether it's centerline, lower edge, faceplate, or another reference.
- 08 **Leila:** We need an explicit ⁴ _____. The reply should identify the intended device reference, including whether the note means centerline or lower edge.
- 09 **Omar:** Can we calculate the difference between those positions, or is the device size missing as well as the intended endpoint?
- 10 **Leila:** We do not have the device dimensions for that calculation. A ⁵ _____ is not solved by inventing an offset or assuming a particular faceplate size.

Conversation continues on the next page.

Centerline or lower edge?

CONVERSATION / CONTINUED

- 11 **Omar:** Then I won't sketch a guessed offset. We're asking what the existing number means, not proposing a different height.
- 12 **Leila:** Exactly. The ⁶ _____ concerns what the existing note means. We are not asking to change the 1,100-millimeter value or the finished-floor datum without a design decision.
- 13 **Omar:** No position is approved for installation yet, correct? That must be clear before the query reaches the site team.
- 14 **Leila:** Correct. There is no ⁷ _____ from this conversation. Neither interpretation should be presented as an authorized installation position while the reference remains unresolved.
- 15 **Omar:** I can put both views on a coordination mark-up. How do I avoid making it look like I've approved the centerline?
- 16 **Leila:** A ⁸ _____ is useful for the review. It should identify the uncertainty clearly, not look like an instruction to install at the position you have assumed.
- 17 **Omar:** Give me the precise query, please. The responsible designer needs to answer the reference question, not comment generally on reception.
- 18 **Leila:** Use this ⁹ _____: 1,100 millimeters above finished floor level; electrical endpoint unclear; joinery uses centerline; please confirm the intended device reference with both drawings reviewed together.
- 19 **Omar:** I'll keep the value, floor datum, and unresolved endpoint together. The comparison stays a question until the proper clarification arrives.
- 20 **Leila:** Thank you. The clarification is not an ¹⁰ _____ until the relevant process establishes what is intended and approved. For now, the endpoint remains open and no position is authorized here.

CHECK THE GAPS

1. mounting height / 2. Finished floor level / 3. joinery interface / 4. dimension endpoint / 5. reference ambiguity / 6. design clarification / 7. approved location / 8. coordination mark-up / 9. reference readback / 10. installation instruction

[Why these answers fit, page 120](#)

F Check accuracy and scope

Centerline or lower edge?

Return to the case

Electrician Leila and joinery coordinator Omar review a reception elevation showing a device at 1,100 millimeters above finished floor level. The electrical note does not identify whether the figure refers to the device centerline or lower edge. The joinery drawing uses a centerline. No position has been approved for installation. Leila needs the responsible designer to clarify the intended reference rather than silently import the joinery convention into the electrical detail.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. Which inference is unsupported?

- A. No installation position is approved.
- B. The joinery centerline automatically approves the electrical centerline position.
- C. The joinery drawing uses a centerline.
- D. The electrical note needs clarification.

2. What should the clarification preserve?

- A. Both drawing references, the stated height, the floor datum, and the unanswered endpoint
- B. A guessed device height
- C. An invented installation approval
- D. A substituted floor reference

[Answers and explanations, page 122](#)

Listen for the distinction

Switch roles for turns 11-20. Keep the joinery convention separate from electrical approval.

Shared numbers still need shared reference points

Two trades may use the same dimension while measuring to different parts of a component. Name the datum and endpoint separately. Another drawing can reveal a question to resolve, but its convention does not automatically answer an unclear note in a different discipline.

F Say it / transfer to a new case

Name both ends of the dimension

Complete the coordination query. Preserve the height, known floor datum, unclear endpoint, and lack of installation approval.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

approved / edge / 1,100 / floor

- 01 **Electrician:** The stated height is ¹ _____ millimeters.
- 02 **Coordinator:** It is measured above finished ² _____ level.
- 03 **Electrician:** The device reference could be centerline or lower ³ _____.
- 04 **Coordinator:** No installation position is ⁴ _____ yet.

CHECK THE GAPS

1. 1,100 / 2. floor / 3. edge / 4. approved

[Why these answers fit, page 122](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "Centerline or lower edge?". Omar: "No position is approved for installation yet, correct? That must be clear before the query reaches the site team." Leila: [missing response] Omar: "I can put both views on a coordination mark-up. How do I avoid making it look like I've approved the centerline?" Which response belongs in the gap?

- A.** We need an explicit dimension endpoint. The reply should identify the intended device reference, including whether the note means centerline or lower edge.
- B.** Not yet. The mounting height is shown, but the electrical note does not say whether it refers to the centerline or the lower edge.
- C.** Correct. There is no approved location from this conversation. Neither interpretation should be presented as an authorized installation position while the reference remains unresolved.
- D.** Yes. Finished floor level is the stated datum. The missing part is the reference on the device, and we should keep those two questions separate.

[Answers and explanations, page 123](#)

A Read the situation

LESSON 04 / COORDINATING CONTAINMENT AND SHARED WORK AREAS

Describe a cross-trade drawing conflict, request joint review, and preserve the distinction between a meeting and an approved route.

A tray and a duct in bay C3

Electrical drawing E6 places a cable tray in ceiling bay C3. The mechanical layout shows a duct in the same space. Electrician Dev reports the conflict to ceiling coordinator Elena before the coordination meeting at 13:00. Neither trade has agreed a revised route. Dev needs both drawings reviewed together. He must not announce an invented offset, assume one trade has priority, or treat the meeting time as authorization to install a changed route.

People: Elena, Ceiling coordinator; Dev, Electrician.

Read the record

Choose one answer per question using the facts above.

1. What occupies the same drawn space?

- A. A cable tray on E6 and a duct on the mechanical layout in bay C3
- B. Two approved routes in separate rooms
- C. A completed installation and an unrelated floor finish
- D. A tray with a confirmed revised offset

2. What is scheduled for 13:00?

- A. Guaranteed route approval
- B. Completion of the reroute
- C. A confirmed installation start
- D. The ceiling coordination meeting

3. What is the revised-route status?

- A. Both routes are installed and accepted
- B. Neither trade has agreed one
- C. Electrical has automatic priority
- D. Mechanical has accepted a specific offset

[Answers and explanations, page 124](#)

B Vocabulary in use

CORE TERMS

cable tray

Support system used to carry cables along a route.

identify the cable tray

conduit

Tube or pipe used as an electrical raceway.

distinguish conduit from cable tray

raceway

Channel designed to contain electrical conductors or cables.

specify the raceway

ceiling bay

Defined section of ceiling space used as a location reference.

identify ceiling bay C3

mechanical layout

Drawing showing the arrangement of mechanical services.

compare the mechanical layout

route conflict

Incompatibility between proposed paths or occupied spaces.

flag a route conflict

containment

Systems supporting or enclosing cables along their route.

coordinate cable containment

trunking

Enclosed channel used to contain cables in relevant terminology.

identify the trunking route

duct

Passage or enclosure conveying air in a mechanical system.

locate the mechanical duct

ceiling void

Space above a ceiling surface.

coordinate work in the ceiling void

electrical layout

Drawing showing the arrangement of electrical work.

review the electrical layout

spatial clash

Overlap or incompatible use of physical space.

report a spatial clash

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

cable tray CABLE TRAY

identify the cable tray

Keep the meaning precise: Support system used to carry cables along a route.

duct DUCT

locate the mechanical duct

Keep the meaning precise: Passage or enclosure conveying air in a mechanical system.

B Precision and professional shorthand

EXTEND YOUR RANGE

clearance requirement

Space needed around a component for the relevant purpose.

verify clearance requirements

support arrangement

Specified way a component is held in place.

review the support arrangement

revised route

Changed path proposed or agreed for a service.

review a revised route

trade priority

Claimed or agreed precedence between work disciplines.

avoid assuming trade priority

coordination meeting

Discussion intended to resolve interfaces and arrangements.

attend the coordination meeting

drawing overlay

Combined view of related drawings for comparison.

use a drawing overlay

maintenance access

Space or route needed for inspection or servicing.

preserve maintenance access

coordinated drawing

Drawing incorporating agreed interfaces among relevant disciplines.

issue a coordinated drawing

proposed offset

Suggested displacement from a stated route or position.

assess a proposed offset

joint review

Assessment involving the relevant parties together.

request a joint review

route approval

Acceptance of a specified routing arrangement.

confirm route approval

unresolved interface

Cross-discipline connection or conflict not yet settled.

record an unresolved interface

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

spatial clash SPATIAL CLASH

report a spatial clash

Keep the meaning precise: Overlap or incompatible use of physical space.

revised route REVISED ROUTE

review a revised route

Keep the meaning precise: Changed path proposed or agreed for a service.

Phrases that move the work forward

Locate the conflict

The clash is in ceiling bay C3.

Cite the mechanical source

The mechanical layout shows a duct there.

Request joint review

We need both drawings reviewed together.

Avoid priority assumptions

I am not assuming that one trade automatically takes priority.

State the meeting time

The ceiling coordination meeting is at 13:00.

Keep related requirements open

Clearances and access would need review for any proposed solution.

Keep the record specific

Cable tray and duct conflict at C3, with route revision unresolved.

Preserve both sources

Please keep E6 and the mechanical layout attached to the query.

Cite the electrical source

E6 shows the cable tray in that space.

State the interface

The two drawn routes occupy the same space.

Preserve the current status

Neither trade has agreed a revised route.

Avoid an invented offset

No offset has been proposed and approved here.

Separate meeting and approval

The meeting time does not authorize a routing change.

Avoid an installation claim

I am describing the drawings, not a completed site installation.

Ask for an explicit outcome

The review needs to identify the agreed arrangement through the project process.

Close with the open issue

The interface remains unresolved pending coordinated review.

Precision in real exchanges

Purpose: State the interface

Useful wording: The two drawn routes occupy the same space.

Purpose: Request joint review

Useful wording: We need both drawings reviewed together.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which report identifies the conflict precisely?

- A.** E6 tray at C3 conflicts with a duct, and electrical has agreed to move.
- B.** C3 shows a tray and duct, so mechanical must move first.
- C.** E6 and the mechanical layout are coordinated because both use C3.
- D.** E6 cable tray and mechanical-layout duct share ceiling bay C3; revised route unresolved.

2. What does Dev need at the meeting?

- A.** Both drawings reviewed together
- B.** Only E6 treated as automatically authoritative
- C.** A guessed offset presented as agreed
- D.** Confirmation of a completed reroute that never occurred

3. A colleague needs the term for this meaning: Enclosed channel used to contain cables in relevant terminology. Which term fits?

- A.** support arrangement
- B.** trunking
- C.** coordination meeting
- D.** mechanical layout

D Choose the response that fits / continued

4. Rebuild the exchange from "A tray and a duct in bay C3". Elena: "Has either team agreed another path in a separate discussion? I'd rather check that before reopening something already settled." Dev: [missing response] Elena: "Then we need both drawings in the meeting, not just an electrical screenshot that leaves out the mechanical constraint." Which response belongs in the gap?

- A.** A joint review is needed. Either drawing alone would omit the other service and conceal the interface we need to resolve.
- B.** Neither has agreed a revised route. We have the conflict and the two sources, but no accepted alternative to present.
- C.** I'm comparing the electrical layout against the mechanical layout. The case doesn't establish an installed clash or authorize any physical change.
- D.** No trade priority is established. I won't assign the move to mechanical or promise an electrical change before the coordinated review.

[Answers and explanations, page 124](#)

One useful distinction

E6 places a cable tray in ceiling bay C3 where the mechanical layout shows a duct. The conflict is between the drawn arrangements; the case does not establish completed installation. No revised route or priority rule is agreed.

Conversation

A tray and a duct in bay C3

A tray and a duct in bay C3

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

joint review / coordination meeting / Maintenance access / revised route /
unresolved interface / ceiling bay / electrical layout / route approval / trade priority /
route conflict

- 01 **Elena:** Dev, what is the ceiling issue for thirteen hundred? Give me the bay and references so I can put the right drawings on the agenda.
- 02 **Dev:** There's a ¹ _____ at C3. E6 shows a cable tray in the same space where the mechanical layout shows a duct.
- 03 **Elena:** Is that what the drawings show, or are you reporting an installed clash? Those need different descriptions in the coordination record.
- 04 **Dev:** I'm comparing the ² _____ against the mechanical layout. The case doesn't establish an installed clash or authorize any physical change.
- 05 **Elena:** Has either team agreed another path in a separate discussion? I'd rather check that before reopening something already settled.
- 06 **Dev:** Neither has agreed a ³ _____. We have the conflict and the two sources, but no accepted alternative to present.
- 07 **Elena:** Then we need both drawings in the meeting, not just an electrical screenshot that leaves out the mechanical constraint.
- 08 **Dev:** A ⁴ _____ is needed. Either drawing alone would omit the other service and conceal the interface we need to resolve.
- 09 **Elena:** Is there a project decision giving one service precedence here? I don't want competing assumptions that the other trade must move.
- 10 **Dev:** No ⁵ _____ is established. I won't assign the move to mechanical or promise an electrical change before the coordinated review.

Conversation continues on the next page.

A tray and a duct in bay C3

CONVERSATION / CONTINUED

- 11 **Elena:** Could the mark-up highlight the conflict without adding a new route? A suggested line can easily be forwarded as an accepted solution.
- 12 **Dev:** I'll identify ⁶ _____ C3 and preserve both shown positions. No offset is agreed, so the query shouldn't show an invented change as approved.
- 13 **Elena:** If a new path is proposed, the review still needs clearances, supports, and access. Shifting a line doesn't settle all those requirements.
- 14 **Dev:** Correct. ⁷ _____ is one of those questions. This issue note doesn't provide a complete alternative arrangement for the team to install.
- 15 **Elena:** Please label thirteen hundred explicitly as the meeting time. It isn't a guaranteed resolution time or an installation start.
- 16 **Dev:** I'll call it the ⁸ _____. It tells people when to review the information, not when a changed route becomes authorized.
- 17 **Elena:** Read the short agenda entry back. I need both services, the bay, and the outstanding decision together.
- 18 **Dev:** E6 tray and mechanical-layout duct share C3; ⁹ _____ remains outstanding; both drawings need review at thirteen hundred. Neither trade has accepted a revision.
- 19 **Elena:** That gives the meeting a precise issue without assigning blame. I'll retain both sources with it.
- 20 **Dev:** I'll keep it as an ¹⁰ _____ until the project process records an agreed arrangement. The meeting and query don't themselves authorize a routing change.

CHECK THE GAPS

1. route conflict / 2. electrical layout / 3. revised route / 4. joint review / 5. trade priority / 6. ceiling bay / 7. Maintenance access / 8. coordination meeting / 9. route approval / 10. unresolved interface

[Why these answers fit, page 125](#)

F Check accuracy and scope

A tray and a duct in bay C3

Return to the case

Electrical drawing E6 places a cable tray in ceiling bay C3. The mechanical layout shows a duct in the same space. Electrician Dev reports the conflict to ceiling coordinator Elena before the coordination meeting at 13:00. Neither trade has agreed a revised route. Dev needs both drawings reviewed together. He must not announce an invented offset, assume one trade has priority, or treat the meeting time as authorization to install a changed route.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. Which statement overstates the 13:00 arrangement?

- A. Neither trade has agreed a revision.
- B. The new route is approved for installation at 13:00.
- C. The coordinator meeting is at 13:00.
- D. The route remains unresolved.

2. What must remain open for a proposed solution?

- A. Whether the mechanical layout shows a duct
- B. The actual route and relevant technical coordination requirements
- C. Whether E6 shows a tray
- D. Whether C3 is the identified bay

[Answers and explanations, page 127](#)

Listen for the distinction

Switch roles for turns 11-20. Make 13:00 a meeting, not an installation start.

Describe the interface without turning it into a contest

A shared-space conflict needs a coordinated answer, not a claim that one trade must move because the other spoke first. Name the components, location, and drawing sources, then state the unresolved route and the agreed review point.

F Say it / transfer to a new case

Bring both drawings to the review

Complete the coordination summary. Include the electrical source, shared bay, meeting time, and unresolved route status.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

13:00 / C3 / agreed / E6

- 01 **Electrician:** The cable tray is shown on drawing ¹ _____.
- 02 **Coordinator:** The shared ceiling bay is ² _____.
- 03 **Electrician:** The coordination meeting is at ³ _____.
- 04 **Coordinator:** Neither trade has ⁴ _____ a revised route.

CHECK THE GAPS

1. E6 / 2. C3 / 3. 13:00 / 4. agreed

[Why these answers fit, page 127](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "A tray and a duct in bay C3". Elena: "If a new path is proposed, the review still needs clearances, supports, and access. Shifting a line doesn't settle all those requirements." Dev: [missing response] Elena: "Please label thirteen hundred explicitly as the meeting time. It isn't a guaranteed resolution time or an installation start." Which response belongs in the gap?

- A. A joint review is needed. Either drawing alone would omit the other service and conceal the interface we need to resolve.
- B. There's a route conflict at C3. E6 shows a cable tray in the same space where the mechanical layout shows a duct.
- C. Correct. Maintenance access is one of those questions. This issue note doesn't provide a complete alternative arrangement for the team to install.
- D. I'm comparing the electrical layout against the mechanical layout. The case doesn't establish an installed clash or authorize any physical change.

[Answers and explanations, page 128](#)

Review 2 / Meaning and context

Use language from the lessons you have completed. Choose one answer per question.

Case file

Revisit "Agreeing device positions and drawing references" and "Coordinating containment and shared work areas". Choose precise terminology, then reconstruct the missing responses using both neighboring turns. The final two questions also revisit earlier conversations.

1. A colleague needs the term for this meaning: Reference line through the specified center of a component. Which term fits?

- A. approved location
- B. centerline
- C. reception elevation
- D. reference ambiguity

2. A colleague needs the term for this meaning: Space above a ceiling surface. Which term fits?

- A. clearance requirement
- B. trade priority
- C. cable tray
- D. ceiling void

3. Rebuild the exchange from "More kelvins does not mean more light". Ben: "So the total leaving a fitting isn't the same as the amount arriving at one particular desk. We need more information for that comparison." Asha: [missing response] Ben: "What about electricity use? Does the higher color-temperature number mean more power, or is that another separate figure on the specification?" Which response belongs in the gap?

- A. Use the lumen value. Both list twelve hundred here. Kelvins describe the white light's color appearance, not how much light it emits.
- B. It has a cooler color appearance. Cooler doesn't mean the fitting runs colder, and a higher kelvin figure doesn't mean more lumens.
- C. Yes, including the light distribution. Equal total outputs can be directed differently, so I won't promise identical light levels throughout the desk area.
- D. That figure is the correlated color temperature, not the output. Both products list twelve hundred lumens, so their stated outputs are equal.

Review 2 / Meaning and context / continued

4. Rebuild the exchange from "A tray and a duct in bay C3". Elena: "Read the short agenda entry back. I need both services, the bay, and the outstanding decision together." Dev: [missing response] Elena: "That gives the meeting a precise issue without assigning blame. I'll retain both sources with it." Which response belongs in the gap?

- A.** E6 tray and mechanical-layout duct share C3; route approval remains outstanding; both drawings need review at thirteen hundred. Neither trade has accepted a revision.
- B.** There's a route conflict at C3. E6 shows a cable tray in the same space where the mechanical layout shows a duct.
- C.** I'll keep it as an unresolved interface until the project process records an agreed arrangement. The meeting and query don't themselves authorize a routing change.
- D.** I'll identify ceiling bay C3 and preserve both shown positions. No offset is agreed, so the query shouldn't show an invented change as approved.

[Answers and explanations, page 152](#)

A Read the situation

LESSON 05 / COMMUNICATING OUTAGE PLANS AND STATUS

Preserve the proposed scope and time window, correct an overstated notice, and distinguish facilities approval from electrical status.

Correcting the proposed outage notice

Electrician Imani reviews an outage request with facilities coordinator Joel. The request proposes 18:00-19:00 for reception lighting only. Facilities has not approved it. A draft tenant notice incorrectly says the whole floor will be unavailable. No isolation status is supplied. Imani and Joel need to correct the notice scope and its proposed status without presenting the window as confirmed or giving operational instructions.

People: Joel, Facilities coordinator; Imani, Electrician.

Read the record

Choose one answer per question using the facts above.

1. What does the request propose?

- A. A confirmed outage for every service
- B. An already completed isolation
- C. Reception lighting only, 18:00-19:00
- D. The whole floor all day

2. What is wrong with the tenant notice?

- A. It correctly limits the proposal to reception lighting
- B. It establishes verified isolation
- C. It confirms facilities approval already received
- D. It says the whole floor will be unavailable

3. What remains unapproved?

- A. The fact that the requested window is 18:00-19:00
- B. The wording reception lighting only in the request
- C. The outage request
- D. The existence of the draft notice

[Answers and explanations, page 129](#)

B Vocabulary in use

CORE TERMS

outage request

Proposal for an interruption of a defined service.
submit an outage request

reception lighting

Lighting serving the reception area.
identify the reception-lighting scope

impact scope

Extent of the service or area affected as described.
correct the impact scope

draft notice

Preliminary communication not yet treated as final.
correct the draft notice

approval status

Whether a proposal is accepted, pending, or rejected.
state the approval status

planned interruption

Intended break in service delivery.
describe the planned interruption

proposed window

Suggested period not yet approved or confirmed.
state the proposed window

affected service

Particular function covered by the proposed interruption.
name the affected service

tenant notice

Communication informing occupants of a relevant building arrangement.
review the tenant notice

facilities approval

Acceptance through the responsible facilities process.
await facilities approval

confirmed window

Time period explicitly agreed through the relevant process.
distinguish a confirmed window

isolation

Separation from relevant energy sources through the applicable authorized process.
distinguish isolation from a planned outage

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

outage request OUTAGE REQUEST

submit an outage request

Keep the meaning precise: Proposal for an interruption of a defined service.

tenant notice TENANT NOTICE

review the tenant notice

Keep the meaning precise: Communication informing occupants of a relevant building arrangement.

B Precision and professional shorthand

EXTEND YOUR RANGE

isolation status

Verified state under the applicable electrical procedure.

avoid inferring isolation status

notice correction

Amendment of inaccurate communication.

make a notice correction

service boundary

Limit of the functions included in the request.

preserve the service boundary

pending approval

Awaiting a decision rather than accepted.

mark the request pending approval

scope readback

Repetition of the exact extent of a proposal.

give a scope readback

authorization

Permission for a specified action through the relevant process.

distinguish authorization from discussion

operational instruction

Direction to perform an equipment or system action.

distinguish a notice from an operational instruction

whole-floor impact

Claim that an entire floor is affected.

avoid an unsupported whole-floor impact

kilowatt-hour

Unit of energy equal to one kilowatt sustained for one hour.

estimate kilowatt-hours

communication release

Authorization or controlled action to issue a notice.

confirm the communication release

status qualifier

Wording showing the level of certainty or approval.

preserve the status qualifier

revision record

Note showing how a communication or document changed.

maintain a revision record

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

isolation **ISOLATION**

distinguish isolation from a planned outage

Keep the meaning precise: Separation from relevant energy sources through the applicable authorized process.

service boundary **SERVICE BOUNDARY**

preserve the service boundary

Keep the meaning precise: Limit of the functions included in the request.

Phrases that move the work forward

State the proposal

The request proposes 18:00-19:00.

State the approval limit

Facilities has not approved the request.

Correct the scope

Replace that impact claim with reception lighting only.

Separate two checks

We need accurate scope and accurate approval status.

Preserve the time range

The proposed start is 18:00 and the proposed end is 19:00.

Separate planning and operation

A notice is not an electrical operating instruction.

Use a status qualifier

Proposed window, pending facilities approval.

Preserve the review route

The corrected wording still needs the relevant review and release process.

Name the exact service

The scope is reception lighting only.

Flag the wording error

The draft notice incorrectly says the whole floor will be unavailable.

Correct the certainty

Keep the window labeled proposed, not confirmed.

Avoid an all-services claim

The request does not include every service on the floor.

Avoid a safety inference

The request gives no verified isolation status.

Avoid premature release

This discussion does not authorize issuing a final notice.

Read back the correction

Reception lighting only, 18:00-19:00, approval pending.

Close with the unresolved status

No confirmed outage or operational clearance is established here.

Precision in real exchanges

Purpose: Flag the wording error

Useful wording: The draft notice incorrectly says the whole floor will be unavailable.

Purpose: Correct the scope

Useful wording: Replace that impact claim with reception lighting only.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which wording preserves scope and status?

- A.** Reception lighting safely isolated now.
- B.** All services approved for shutdown.
- C.** Proposed reception-lighting interruption, 18:00-19:00, pending facilities approval.
- D.** Whole floor confirmed unavailable all evening.

2. Why is changing whole floor alone insufficient?

- A.** Every service must be added instead.
- B.** A corrected area automatically verifies isolation.
- C.** The notice must also stop presenting the unapproved window as confirmed.
- D.** The time range must be invented again.

3. A colleague needs the term for this meaning: Particular function covered by the proposed interruption. Which term fits?

- A.** notice correction
- B.** approval status
- C.** affected service
- D.** scope readback

D Choose the response that fits / continued

4. Rebuild the exchange from "Correcting the proposed outage notice". Joel: "Then there are two problems: the notice includes too much of the building and presents an unaccepted request as a settled arrangement." Imani: [missing response] Joel: "Read the requested times back as well. I don't want to change the window while fixing the wording." Which response belongs in the gap?

- A.** Correct. This is a notice correction, not an operating procedure. Neither our discussion nor the revised sentence authorizes electrical action.
- B.** Yes. That status qualifier makes the uncertainty explicit. It avoids presenting all services as affected or the window as accepted.
- C.** No. The affected service is reception lighting only. Whole floor expands the impact beyond the request and needs correcting.
- D.** Exactly. Correcting the impact scope alone won't make it accurate. Pending approval needs to remain visible beside the service description.

[Answers and explanations, page 129](#)

One useful distinction

The proposal is 18:00-19:00 for reception lighting only. Facilities approval is pending. The notice wrongly expands the scope to the whole floor. Correct both the affected service and the unapproved status; do not call the request a confirmed outage.

E Conversation

Correcting the proposed outage notice

Correcting the proposed outage notice

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

affected service / status qualifier / scope readback / impact scope / proposed window / facilities approval / isolation status / notice correction / authorization / communication release

- 01 **Joel:** The draft tenant notice says the whole floor will be unavailable from eighteen hundred to nineteen hundred. Is that actually your request?
- 02 **Imani:** No. The ¹ _____ is reception lighting only. Whole floor expands the impact beyond the request and needs correcting.
- 03 **Joel:** I'll change that. Can I then say reception lighting will be unavailable during the hour, or is will too definite?
- 04 **Imani:** It's too definite. ² _____ hasn't been given. The requested window remains proposed, not confirmed.
- 05 **Joel:** Then there are two problems: the notice includes too much of the building and presents an unaccepted request as a settled arrangement.
- 06 **Imani:** Exactly. Correcting the ³ _____ alone won't make it accurate. Pending approval needs to remain visible beside the service description.
- 07 **Joel:** Read the requested times back as well. I don't want to change the window while fixing the wording.
- 08 **Imani:** The ⁴ _____ is eighteen hundred to nineteen hundred. Those are requested times, not directions to begin or end an electrical operation.
- 09 **Joel:** Would proposed reception-lighting interruption, pending facilities approval work? I'd include the requested hour and keep only with the lighting scope.
- 10 **Imani:** Yes. That ⁵ _____ makes the uncertainty explicit. It avoids presenting all services as affected or the window as accepted.

Conversation continues on the next page.

Correcting the proposed outage notice

CONVERSATION / CONTINUED

- 11 **Joel:** Should we mention that the equipment is isolated? People sometimes treat an outage announcement as proof the work area is already safe.
- 12 **Imani:** No ⁶ _____ is supplied. Planning paperwork doesn't verify de-energization or safety, and the notice mustn't imply either.
- 13 **Joel:** Understood. We're correcting a proposal description, not giving tenants or the site team switching, testing, or restoration instructions.
- 14 **Imani:** Correct. This is a ⁷ _____, not an operating procedure. Neither our discussion nor the revised sentence authorizes electrical action.
- 15 **Joel:** Does agreeing the sentence mean I can release a final notice now, or must it stay in the draft-review process?
- 16 **Imani:** ⁸ _____ remains separate. The wording needs the actual review and release process, and outage approval is still pending.
- 17 **Joel:** Give me the final short read-back so I can compare it with the request before sending it to the next reviewer.
- 18 **Imani:** The ⁹ _____ is reception lighting only; proposed eighteen hundred to nineteen hundred; facilities approval pending. No whole-floor impact or verified isolation is established.
- 19 **Joel:** I'll retain those qualifiers. A corrected sentence mustn't make it look as though facilities has now approved the request.
- 20 **Imani:** Right. The ¹⁰ _____ status is unchanged. We've identified communication corrections, not approved the outage or established an operational clearance.

CHECK THE GAPS

1. affected service / 2. facilities approval / 3. impact scope / 4. proposed window / 5. status qualifier / 6. isolation status / 7. notice correction / 8. communication release / 9. scope readback / 10. authorization

[Why these answers fit, page 130](#)

F Check accuracy and scope

Correcting the proposed outage notice

Return to the case

Electrician Imani reviews an outage request with facilities coordinator Joel. The request proposes 18:00-19:00 for reception lighting only. Facilities has not approved it. A draft tenant notice incorrectly says the whole floor will be unavailable. No isolation status is supplied. Imani and Joel need to correct the notice scope and its proposed status without presenting the window as confirmed or giving operational instructions.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. What does the request establish about isolation?

- A. All equipment is safe to work on
- B. Reception lighting is already isolated
- C. The floor has been tested
- D. No verified isolation status is supplied

2. What is the purpose of this review?

- A. Instruct tenants to operate equipment
- B. Authorize switching without the actual procedure
- C. Announce restoration already complete
- D. Correct the communication and preserve the unresolved approval

[Answers and explanations, page 132](#)

Listen for the distinction

Switch roles for turns 11-20; separate facilities approval, notice release, and electrical status.

Correct scope and status together

A notice can mislead through both its area description and its level of certainty. Correcting whole floor to reception lighting is not enough if the notice still presents an unapproved request as confirmed. Keep proposal, approval, communication, and verified operational status separate.

F Say it / transfer to a new case

Correct scope and certainty

Complete the notice-review exchange. Retain the exact service and proposed time range, while making the approval limit explicit.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

lighting / 19:00 / 18:00 / pending

- 01 **Coordinator:** The request covers reception ¹ _____ only.
- 02 **Electrician:** The proposed window starts at ² _____.
- 03 **Coordinator:** It ends at ³ _____.
- 04 **Electrician:** Facilities approval is still ⁴ _____.

CHECK THE GAPS

1. lighting / 2. 18:00 / 3. 19:00 / 4. pending

[Why these answers fit, page 132](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "Correcting the proposed outage notice". Joel: "Understood. We're correcting a proposal description, not giving tenants or the site team switching, testing, or restoration instructions." Imani: [missing response] Joel: "Does agreeing the sentence mean I can release a final notice now, or must it stay in the draft-review process?" Which response belongs in the gap?

- A.** Yes. That status qualifier makes the uncertainty explicit. It avoids presenting all services as affected or the window as accepted.
- B.** No. The affected service is reception lighting only. Whole floor expands the impact beyond the request and needs correcting.
- C.** Correct. This is a notice correction, not an operating procedure. Neither our discussion nor the revised sentence authorizes electrical action.
- D.** Exactly. Correcting the impact scope alone won't make it accurate. Pending approval needs to remain visible beside the service description.

[Answers and explanations, page 133](#)

A Read the situation

LESSON 06 / REPORTING FINDINGS AND UNCERTAINTY

Distinguish a reported intermittent symptom from a limited visit observation and avoid turning a pending report into an unsupported assurance.

Not seen today is not fault-free

Client Mira reported occasional flickering in display bay 2. Electrician Ellis has a visit note stating that flickering was not observed during the visit. No cause is established, and the technical report is pending review. Mira asks whether the installation is now fault-free. Ellis must explain the limited finding without dismissing the earlier report, inventing a repair, or asserting that the installation is safe or free of defects.

People: Mira, Client; Ellis, Electrician.

Read the record

Choose one answer per question using the facts above.

1. What did Mira report?

- A. Flickering in every area at all times
- B. A completed repair
- C. Occasional flickering in display bay 2
- D. A verified cause already identified

2. What does the visit note state?

- A. The installation is fault-free
- B. The client report was false
- C. A component was replaced successfully
- D. Flickering was not observed during the visit

3. What is the report status?

- A. Pending review, with no cause established
- B. Final and approved as defect-free
- C. Withdrawn because the client was wrong
- D. Proof of operational clearance

[Answers and explanations, page 134](#)

B Vocabulary in use

CORE TERMS

flickering

Visible variation in light output perceived as fluctuating light.

report occasional flickering

display bay

Defined display area within a premises.

identify display bay 2

observation period

Time during which a condition was observed or monitored.

define the observation period

reported history

Earlier account of events or symptoms.

retain the reported history

pending review

Awaiting examination or approval through the relevant process.

state pending-review status

fault-free claim

Assertion that no faults are present.

avoid an unsupported fault-free claim

intermittent symptom

Problem that appears at intervals rather than continuously.

describe an intermittent symptom

visit note

Record of information from a particular attendance.

quote the visit note

not observed

Wording stating that a condition was not seen during the specified period.

preserve not-observed wording

technical report

Document recording the relevant professional information and findings.

submit the technical report

established cause

Explanation supported by the relevant assessment.

distinguish an established cause

evidence limit

Boundary of what the available information supports.

explain the evidence limit

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

flickering **FLICKERING**

report occasional flickering

Keep the meaning precise: Visible variation in light output perceived as fluctuating light.

not observed **NOT OBSERVED**

preserve not-observed wording

Keep the meaning precise: Wording stating that a condition was not seen during the specified period.

B Precision and professional shorthand

EXTEND YOUR RANGE

repeat occurrence

Another instance of a previously reported symptom.

record a repeat occurrence

diagnostic conclusion

Conclusion identifying a technical problem or its cause.

distinguish a diagnostic conclusion

defect

Condition that fails an applicable requirement or expected function.

assess a reported defect

qualified statement

Claim limited to the scope supported by the evidence.

give a qualified statement

symptom frequency

How often the reported condition occurs.

clarify symptom frequency

case status

Current stage of the reported issue and its follow-up.

report the case status

observation finding

Statement about what was seen during an examination or visit.

report the observation finding

repair record

Documentation of work actually carried out to correct an issue.

verify the repair record

operational clearance

Authorization or verified status for use under the actual process.

avoid inferring operational clearance

absence of evidence

Lack of a finding, not automatically proof that a condition is absent.

explain absence of evidence

review outcome

Result of the relevant report assessment.

await the review outcome

unsupported reassurance

Comforting claim not established by the available evidence.

avoid unsupported reassurance

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

evidence limit EVIDENCE LIMIT

explain the evidence limit

Keep the meaning precise: Boundary of what the available information supports.

defect DEFECT

assess a reported defect

Keep the meaning precise: Condition that fails an applicable requirement or expected function.

Phrases that move the work forward

Acknowledge the history

You reported occasional flickering in display bay 2.

Keep the time boundary

That statement applies to the visit observation period.

Avoid dismissing the client

The note does not show that your earlier report was wrong.

Keep report status open

The technical report is pending review.

Avoid inventing work

No completed repair is established by this information.

Avoid a safety inference

The note does not establish operational clearance.

Use qualified wording

No flickering observed during this visit; cause unresolved.

Read back the status

Your report remains recorded, the visit observation is limited, and review is pending.

Quote the limited finding

Flickering was not observed during the visit.

Explain coexistence

An occasional symptom may not appear during every visit.

Keep cause open

No cause has been established.

Reject an overbroad conclusion

I cannot turn that note into a fault-free claim.

Separate finding and diagnosis

Not observed is an observation statement, not a diagnosis.

Preserve the location

The reported symptom concerns display bay 2.

Avoid an exact frequency claim

Occasional does not provide a precise interval.

Close without false certainty

I can explain the record, but I cannot promise the issue is absent.

Precision in real exchanges

Purpose: Explain coexistence

Useful wording: An occasional symptom may not appear during every visit.

Purpose: Avoid dismissing the client

Useful wording: The note does not show that your earlier report was wrong.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which explanation reconciles the two accounts?

- A.** Occasional flickering may not appear during a particular visit.
- B.** The client must have invented the issue.
- C.** No observation proves a successful repair.
- D.** Every intermittent symptom is harmless.

2. Which summary is supported?

- A.** Driver failure confirmed and repaired.
- B.** All areas cleared for unrestricted use.
- C.** No flickering observed during the visit; cause unestablished; report review pending.
- D.** Installation now guaranteed fault-free.

3. A colleague needs the term for this meaning: Record of information from a particular attendance. Which term fits?

- A.** pending review
- B.** visit note
- C.** diagnostic conclusion
- D.** symptom frequency

D Choose the response that fits / continued

4. Rebuild the exchange from "Not seen today is not fault-free". Mira: "I'm glad that doesn't mean my report is being dismissed. I don't want anyone to read it as saying I imagined the problem." Ellis: [missing response] Mira: "Has anyone identified a component or explanation? I'd like to distinguish a possibility from a conclusion the technical team has actually reached." Which response belongs in the gap?

- A.** We'll retain the reported history of occasional flickering in display bay two. The note doesn't disprove it or establish conditions in every other area.
- B.** There's no established cause in this information. I can't name a failed component or offer a diagnosis that the report hasn't established.
- C.** Use a qualified statement: occasional flickering reported in display bay two; none observed during the visit; cause not established; report awaiting review.
- D.** No repair record confirming completed work is supplied. Absence of the symptom during attendance doesn't establish that a repair happened or succeeded.

[Answers and explanations, page 134](#)

One useful distinction

Mira reported occasional flickering, while the visit note says none was observed during that attendance. Those statements do not contradict each other. The note does not prove that the symptom never occurs, that a cause has been identified, or that a repair has been completed.

Conversation

Not seen today is not fault-free

Not seen today is not fault-free

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

reported history / case status / established cause / qualified statement /
operational clearance / evidence limit / pending review / intermittent symptom /
repair record / observation period

- 01 **Mira:** The visit note says no flickering was observed. Can I tell our manager the installation is fault-free now, or would that go too far?
- 02 **Ellis:** It would. The ¹ _____ is limited to that attendance. The note doesn't establish a fault-free installation or identify a cause.
- 03 **Mira:** It happens occasionally in display bay two, not continuously. That's why I was concerned a visit might not catch it.
- 04 **Ellis:** An ² _____ may not appear during a particular attendance. Your report and the visit note can both be accurate.
- 05 **Mira:** I'm glad that doesn't mean my report is being dismissed. I don't want anyone to read it as saying I imagined the problem.
- 06 **Ellis:** We'll retain the ³ _____ of occasional flickering in display bay two. The note doesn't disprove it or establish conditions in every other area.
- 07 **Mira:** Has anyone identified a component or explanation? I'd like to distinguish a possibility from a conclusion the technical team has actually reached.
- 08 **Ellis:** There's no ⁴ _____ in this information. I can't name a failed component or offer a diagnosis that the report hasn't established.
- 09 **Mira:** Is the technical report final? Our manager will probably ask whether this is the accepted conclusion or just the current visit record.
- 10 **Ellis:** It's ⁵ _____. I can explain the visit note, but I shouldn't describe the report as finalized or approved.

Conversation continues on the next page.

Not seen today is not fault-free

CONVERSATION / CONTINUED

- 11 **Mira:** And we can't say a repair fixed it merely because it didn't flicker during the visit? I haven't seen anything recording corrective work.
- 12 **Ellis:** No ⁶ _____ confirming completed work is supplied. Absence of the symptom during attendance doesn't establish that a repair happened or succeeded.
- 13 **Mira:** Could you give me a short accurate summary? I need to avoid both closing the issue prematurely and exaggerating the findings.
- 14 **Ellis:** Use a ⁷ _____: occasional flickering reported in display bay two; none observed during the visit; cause not established; report awaiting review.
- 15 **Mira:** That preserves my account without claiming the electrician saw the flickering. It also explains why the two records aren't contradictory.
- 16 **Ellis:** Yes. The ⁸ _____ matters. A visit-specific observation mustn't become a universal assurance about the whole installation.
- 17 **Mira:** Does that summary give anyone permission to use or work on the equipment? I want to be careful with words like cleared.
- 18 **Ellis:** It gives no ⁹ _____. The actual authorized process governs those questions; this conversation isn't permission for an electrical action.
- 19 **Mira:** I'll tell the manager the cause remains unresolved and review is pending. I won't call it fixed or fault-free from this note.
- 20 **Ellis:** That preserves the ¹⁰ _____. Your report stays alongside the limited observation, and no unsupported diagnosis or repair claim closes the issue.

CHECK THE GAPS

1. observation period / 2. intermittent symptom / 3. reported history / 4. established cause / 5. pending review / 6. repair record / 7. qualified statement / 8. evidence limit / 9. operational clearance / 10. case status

[Why these answers fit, page 135](#)

F Check accuracy and scope

Not seen today is not fault-free

Return to the case

Client Mira reported occasional flickering in display bay 2. Electrician Ellis has a visit note stating that flickering was not observed during the visit. No cause is established, and the technical report is pending review. Mira asks whether the installation is now fault-free. Ellis must explain the limited finding without dismissing the earlier report, inventing a repair, or asserting that the installation is safe or free of defects.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. Which statement invents a repair?

- A. The technical report awaits review.
- B. The issue is fixed because it did not flicker while we were there.
- C. The visit note records no observed flickering.
- D. The client reported an occasional symptom.

2. What should remain in the record?

- A. A guessed cause presented as fact
- B. A universal fault-free certificate
- C. Both Mira's reported history and the limited visit observation
- D. Only a declaration that the client was mistaken

[Answers and explanations, page 137](#)

Listen for the distinction

Switch roles for turns 11-20; stress not observed rather than fixed or fault-free.

Acknowledge both accounts without forcing them to agree

An intermittent symptom may be absent during a visit. The client report and the visit observation can therefore coexist. Explain the observation period and the unresolved cause, rather than treating the client as mistaken or upgrading limited evidence into complete reassurance.

F Say it / transfer to a new case

Keep the observation within its limits

Complete the client summary. Retain the intermittent history, the visit-specific observation, the unknown cause, and pending review.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

flickering / established / review / observed

- 01 **Client:** I reported occasional ¹ _____ in display bay 2.
- 02 **Electrician:** It was not ² _____ during the visit.
- 03 **Client:** No cause is ³ _____.
- 04 **Electrician:** The technical report is pending ⁴ _____.

CHECK THE GAPS

1. flickering / 2. observed / 3. established / 4. review

[Why these answers fit, page 137](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "Not seen today is not fault-free". Mira: "Could you give me a short accurate summary? I need to avoid both closing the issue prematurely and exaggerating the findings." Ellis: [missing response] Mira: "That preserves my account without claiming the electrician saw the flickering. It also explains why the two records aren't contradictory." Which response belongs in the gap?

- A.** That preserves the case status. Your report stays alongside the limited observation, and no unsupported diagnosis or repair claim closes the issue.
- B.** There's no established cause in this information. I can't name a failed component or offer a diagnosis that the report hasn't established.
- C.** No repair record confirming completed work is supplied. Absence of the symptom during attendance doesn't establish that a repair happened or succeeded.
- D.** Use a qualified statement: occasional flickering reported in display bay two; none observed during the visit; cause not established; report awaiting review.

[Answers and explanations, page 138](#)

Review 3 / Meaning and context

Use language from the lessons you have completed. Choose one answer per question.

Case file

Revisit "Communicating outage plans and status" and "Reporting findings and uncertainty". Choose precise terminology, then reconstruct the missing responses using both neighboring turns. The final two questions also revisit earlier conversations.

1. A colleague needs the term for this meaning: Lighting serving the reception area. Which term fits?

- A. operational instruction
- B. reception lighting
- C. facilities approval
- D. communication release

2. A colleague needs the term for this meaning: Document recording the relevant professional information and findings. Which term fits?

- A. technical report
- B. repeat occurrence
- C. qualified statement
- D. flickering

3. Rebuild the exchange from "A tray and a duct in bay C3". Elena: "Is there a project decision giving one service precedence here? I don't want competing assumptions that the other trade must move." Dev: [missing response] Elena: "Could the mark-up highlight the conflict without adding a new route? A suggested line can easily be forwarded as an accepted solution." Which response belongs in the gap?

- A. I'll call it the coordination meeting. It tells people when to review the information, not when a changed route becomes authorized.
- B. A joint review is needed. Either drawing alone would omit the other service and conceal the interface we need to resolve.
- C. No trade priority is established. I won't assign the move to mechanical or promise an electrical change before the coordinated review.
- D. I'm comparing the electrical layout against the mechanical layout. The case doesn't establish an installed clash or authorize any physical change.

Review 3 / Meaning and context / continued

4. Rebuild the exchange from "Not seen today is not fault-free". Mira: "Does that summary give anyone permission to use or work on the equipment? I want to be careful with words like cleared." Ellis: [missing response] Mira: "I'll tell the manager the cause remains unresolved and review is pending. I won't call it fixed or fault-free from this note." Which response belongs in the gap?

- A.** It would. The observation period is limited to that attendance. The note doesn't establish a fault-free installation or identify a cause.
- B.** It gives no operational clearance. The actual authorized process governs those questions; this conversation isn't permission for an electrical action.
- C.** An intermittent symptom may not appear during a particular attendance. Your report and the visit note can both be accurate.
- D.** It's pending review. I can explain the visit note, but I shouldn't describe the report as finalized or approved.

[Answers and explanations, page 155](#)

A Read the situation

LESSON 07 / ASSESSING ADDED EQUIPMENT AND SUBSTITUTIONS

Request missing equipment information and explain the need for revised assessment and quotation without confirming capacity, price, or timing.

A second machine changes the question

After electrical scope is agreed for a café, owner Hana adds a second espresso machine and asks electrician Luis to include it at the original price and completion date. Equipment data for the added machine are unavailable. Luis can request the data and arrange a revised assessment and quotation. Electrical capacity and installation requirements are not established. The discussion must not assume the new machine matches the first, fits the existing provision, or can be added without cost or schedule effects.

People: Hana, Café owner; Luis, Electrician.

Read the record

Choose one answer per question using the facts above.

1. What changed after scope agreement?

- A. The second machine was removed
- B. A second espresso machine was added
- C. The original scope was already defined for two machines
- D. A completed capacity assessment approved the addition

2. What information is missing?

- A. The fact that Hana wants the original price
- B. The fact that timing matters
- C. The existence of the extra request
- D. Equipment data for the added machine

3. What can Luis offer?

- A. Request data and arrange revised assessment and quotation
- B. Guarantee unchanged price and completion
- C. Confirm spare capacity from the machine name
- D. Authorize immediate connection

[Answers and explanations, page 139](#)

B Vocabulary in use

CORE TERMS

equipment data

Product-specific technical information needed for assessment.

request the equipment data

additional load

Extra electrical demand associated with added equipment.

assess the additional load

nameplate

Product marking showing identification and relevant ratings.

obtain recorded nameplate information

supply requirement

Electrical supply characteristics required by the equipment.

establish the supply requirement

existing provision

Electrical arrangement already included or available for the project.

review the existing provision

revised assessment

Updated review accounting for changed information or scope.

request a revised assessment

espresso machine

Coffee-making equipment forming the added request in this case.

identify the second espresso machine

rated input

Manufacturer-stated input requirement under specified conditions.

confirm the rated input

manufacturer specification

Technical requirements or attributes supplied by the manufacturer.

review the manufacturer specification

capacity assessment

Evaluation of whether the relevant provision can meet the proposed demand.

arrange a capacity assessment

installation requirement

Condition or detail needed for the specified installation.

establish installation requirements

revised quotation

Updated price proposal for the changed defined work.

prepare a revised quotation

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

equipment data EQUIPMENT DATA

request the equipment data

Keep the meaning precise: Product-specific technical information needed for assessment.

manufacturer specification MANUFACTURER SPECIFICATION

review the manufacturer specification

Keep the meaning precise: Technical requirements or attributes supplied by the manufacturer.

B Precision and professional shorthand

EXTEND YOUR RANGE

original scope

Work included before the new request.
preserve the original scope

active power

Electrical power associated with net energy transfer, expressed in watts or kilowatts.
report active power

schedule impact

Effect of a change on timing.
assess the schedule impact

product substitution

Replacement of a specified item with a different product.
review a product substitution

apparent power

For a single-phase load, RMS voltage times RMS current, expressed in volt-amperes.
distinguish apparent power

change request

Proposal to alter the agreed work or requirements.
submit a change request

scope addition

Extra item proposed after the agreed scope.
record the scope addition

price commitment

Agreed promise about cost.
avoid an unsupported price commitment

technical suitability

Whether the proposed arrangement meets relevant technical needs.
verify technical suitability

like-for-like claim

Assertion that a replacement or addition has equivalent relevant characteristics.
verify a like-for-like claim

approval boundary

Limit of what has actually been authorized.
preserve the approval boundary

assessment outcome

Result reached after the required review.
await the assessment outcome

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

revised quotation **REVISED QUOTATION**

prepare a revised quotation
Keep the meaning precise: Updated price proposal for the changed defined work.

schedule impact **SCHEDULE IMPACT**

assess the schedule impact
Keep the meaning precise: Effect of a change on timing.

Phrases that move the work forward

Acknowledge the addition

You want to add a second espresso machine.

Identify the missing information

We do not have the equipment data for the added unit.

Avoid assuming equivalence

I cannot assume it has the same requirements as the first machine.

Keep installation open

The installation requirements still need assessment.

Preserve the price request

I understand you want to keep the original price.

Preserve the timing request

I understand the original completion date matters to you.

Separate two decisions

Technical suitability and commercial terms both remain open.

Read back the change

Second machine requested; data missing; capacity, requirements, price, and timing unresolved.

Name the scope change

That machine was added after the electrical scope was agreed.

Request the data

Please provide the relevant product information through the usual project process.

Keep capacity open

Available capacity has not been established for the addition.

Offer the review route

I can arrange a revised assessment and quotation.

Avoid accepting the price

I cannot confirm unchanged cost for the added machine.

Avoid accepting the date

I cannot promise the same date before the change is assessed.

Avoid operational instructions

This information request does not authorize connection or testing.

Close with the next step

We need the data for the revised assessment and quotation.

Precision in real exchanges

Purpose: Request the data

Useful wording: Please provide the relevant product information through the usual project process.

Purpose: Avoid assuming equivalence

Useful wording: I cannot assume it has the same requirements as the first machine.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which response preserves the facts?

- A.** We need the added machine's data for revised assessment and quotation before confirming terms.
- B.** The same appliance name proves spare capacity.
- C.** The original price automatically includes any extra machine.
- D.** The completion date is guaranteed unchanged.

2. Which assumption is unsupported?

- A.** Equipment data are unavailable.
- B.** Revised assessment can be arranged.
- C.** The second machine has the same requirements as the first.
- D.** A second machine has been requested.

3. A colleague needs the term for this meaning: Manufacturer-stated input requirement under specified conditions. Which term fits?

- A.** existing provision
- B.** apparent power
- C.** active power
- D.** rated input

D Choose the response that fits / continued

4. Rebuild the exchange from "A second machine changes the question". Hana: "Which documents should the project team send? I don't want ratings guessed from a photograph or a general product name." Luis: [missing response] Hana: "Once the data arrive, you'll review capacity and installation requirements? Neither answer is established for the addition yet?" Which response belongs in the gap?

- A.** I understand the request, but it is a scope addition. The second machine was added after we agreed the electrical scope, and its equipment data are not available yet.
- B.** We need the relevant equipment data for the added unit through the usual project process. This is an information request, not a request for you to test or connect anything.
- C.** I will include it, but the schedule impact remains open. I cannot promise the same completion date for changed work before the requirements and arrangements have been assessed.
- D.** Thank you. The approval boundary remains clear: this conversation records the request and the next review steps, not approval to add equipment or a promise of unchanged terms.

[Answers and explanations, page 139](#)

One useful distinction

The second machine is a scope addition, not an already assessed part of the original work. Equipment data are missing, so capacity and installation requirements remain unknown. The machine category alone does not establish that it matches the first unit.

Conversation

A second machine changes the question

A second machine changes the question

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

schedule impact / revised quotation / capacity assessment / price commitment /
approval boundary / equipment data / change request / like-for-like claim / scope addition
/ supply requirement

- 01 **Hana:** We're adding a second espresso machine. Can the work still fit the original price and completion date, or does this need separate review?
- 02 **Luis:** I understand the request, but it is a ¹ _____. The second machine was added after we agreed the electrical scope, and its equipment data are not available yet.
- 03 **Hana:** I assumed another espresso machine would need similar provision. Is the category enough information, or do you need its specific details?
- 04 **Luis:** The category does not establish the ² _____. I cannot assume the added unit has the same relevant characteristics or that the existing provision is suitable.
- 05 **Hana:** Which documents should the project team send? I don't want ratings guessed from a photograph or a general product name.
- 06 **Luis:** We need the relevant ³ _____ for the added unit through the usual project process. This is an information request, not a request for you to test or connect anything.

E Conversation / continued

- 07 **Hana:** Once the data arrive, you'll review capacity and installation requirements? Neither answer is established for the addition yet?
- 08 **Luis:** A ⁴ _____ forms part of the revised review. At present, capacity and installation requirements are not established, so I cannot give a yes-or-no technical approval.
- 09 **Hana:** I'd like the original price retained, but record that as my request. You haven't quoted or accepted the extra work.
- 10 **Luis:** Correct. There is no unchanged ⁵ _____ for the addition. We can preserve your preference without recording it as something we have already accepted.

Conversation continues on the next page.

A second machine changes the question

CONVERSATION / CONTINUED

- 11 **Hana:** Please keep the original completion date in the review brief. Other work depends on it, although this change's effect is still unknown.
- 12 **Luis:** I will include it, but the ⁶ _____ remains open. I cannot promise the same completion date for changed work before the requirements and arrangements have been assessed.
- 13 **Hana:** Then a technical answer won't settle everything. I need defined pricing and timing before I decide whether to proceed.
- 14 **Luis:** Exactly. I can arrange a ⁷ _____ alongside the revised assessment process. Neither the technical outcome nor the commercial terms has been settled in this discussion.
- 15 **Hana:** Don't call it like-for-like in the note. That could imply equivalence before anyone compares the added machine's data.
- 16 **Luis:** I will avoid that ⁸ _____. The note will identify a second machine with missing data, not an equivalent unit whose requirements we already know.
- 17 **Hana:** What can I tell the coordinator today? I need a next step, not a message saying you've rejected it or agreed to fit it.
- 18 **Luis:** Say the ⁹ _____ needs product information, revised assessment, and quotation. Capacity, installation requirements, cost, and completion timing are still to be established.
- 19 **Hana:** I'll arrange the product documents through the team. My preferred price and date remain requests until the revised review establishes the terms.
- 20 **Luis:** Thank you. The ¹⁰ _____ remains clear: this conversation records the request and the next review steps, not approval to add equipment or a promise of unchanged terms.

CHECK THE GAPS

1. scope addition / 2. supply requirement / 3. equipment data / 4. capacity assessment / 5. price commitment / 6. schedule impact / 7. revised quotation / 8. like-for-like claim / 9. change request / 10. approval boundary

[Why these answers fit, page 140](#)

F Check accuracy and scope

A second machine changes the question

Return to the case

After electrical scope is agreed for a café, owner Hana adds a second espresso machine and asks electrician Luis to include it at the original price and completion date. Equipment data for the added machine are unavailable. Luis can request the data and arrange a revised assessment and quotation. Electrical capacity and installation requirements are not established. The discussion must not assume the new machine matches the first, fits the existing provision, or can be added without cost or schedule effects.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. What is the status of unchanged price and date?

- A. Requested by Hana but not committed by Luis
- B. Already accepted for the extra work
- C. Technically proven by the machine category
- D. Irrelevant because extra work is always free

2. What should the next handoff contain?

- A. A completed capacity approval
- B. An invented revised price
- C. Added machine, missing data, requested terms, and need for revised assessment and quotation
- D. A guessed load rating and connection instruction

[Answers and explanations, page 142](#)

Listen for the distinction

Switch roles for turns 11-20; distinguish requested price and date from commitments.

Treat an added appliance as a defined change request

A client may see an extra machine as a simple addition to a familiar plan. Explain which information is missing and how it affects the assessment route. Preserve the commercial request without accepting it or inventing the technical answer.

F Say it / transfer to a new case

Request data before confirming terms

Complete the café update. Keep the missing information, changed scope, review route, and unresolved commercial terms visible.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

established / quotation / agreement / data

- 01 **Owner:** The second machine was added after scope ¹ _____.
- 02 **Electrician:** Its equipment ² _____ are not available.
- 03 **Owner:** We need revised assessment and a ³ _____.
- 04 **Electrician:** Capacity, price, and timing are not yet ⁴ _____.

CHECK THE GAPS

1. agreement / 2. data / 3. quotation / 4. established

[Why these answers fit, page 142](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "A second machine changes the question". Hana: "Then a technical answer won't settle everything. I need defined pricing and timing before I decide whether to proceed." Luis: [missing response] Hana: "Don't call it like-for-like in the note. That could imply equivalence before anyone compares the added machine's data." Which response belongs in the gap?

- A.** The category does not establish the supply requirement. I cannot assume the added unit has the same relevant characteristics or that the existing provision is suitable.
- B.** A capacity assessment forms part of the revised review. At present, capacity and installation requirements are not established, so I cannot give a yes-or-no technical approval.
- C.** Exactly. I can arrange a revised quotation alongside the revised assessment process. Neither the technical outcome nor the commercial terms has been settled in this discussion.
- D.** I will avoid that like-for-like claim. The note will identify a second machine with missing data, not an equivalent unit whose requirements we already know.

[Answers and explanations, page 143](#)

A Read the situation

LESSON 08 / HANDING OVER ELECTRICAL RECORDS

Confirm document receipt, record an identification discrepancy, and assign a dated follow-up without relabeling or implying operational clearance.

An old room name needs verification

At an office handover, facilities contact Ben receives the as-built drawings from electrical lead Priya. One circuit-directory entry still says old store, although the room is now called archive. The associated circuit identification needs verification; the room-name change does not justify relabeling by assumption. Priya accepts follow-up and will report Thursday. No operational clearance is inferred from the handover, and no verification result or corrected entry is supplied.

People: Ben, Facilities contact; Priya, Electrical lead.

Read the record

Choose one answer per question using the facts above.

1. What has Ben received?

- A. A completed circuit-identification result
- B. The as-built drawings
- C. A verified corrected directory entry
- D. A new operational clearance

2. What discrepancy remains?

- A. Every circuit is verified incorrect
- B. A corrected entry has already been approved
- C. The directory says old store while the room is now archive
- D. The drawings were never delivered

3. What does Priya accept?

- A. Immediate relabeling based on the name alone
- B. Guaranteed operational clearance Thursday
- C. A completed correction already recorded
- D. Follow-up and a Thursday report, without an invented verification outcome

[Answers and explanations, page 144](#)

B Vocabulary in use

CORE TERMS

as-built drawing

Record drawing intended to represent the installed arrangement, subject to its actual verification status.

receive the as-built drawings

circuit directory

List intended to identify circuits and the areas or equipment they serve.

verify the circuit directory

legacy label

Older wording retained in a current record or label.

identify a legacy label

verification task

Defined check needed to establish the relevant information.

assign the verification task

record correction

Amendment based on verified information and the actual process.

arrange a record correction

follow-up owner

Person responsible for the next action on an open item.

name the follow-up owner

document handover

Transfer of project records to the receiving party.

complete the document handover

room designation

Name or identifier assigned to a room.

confirm the current room designation

identification discrepancy

Mismatch or uncertainty in how an item or circuit is identified.

record an identification discrepancy

relabeling

Changing identification wording on a label or record.

avoid relabeling by assumption

document receipt

Confirmation that records have been supplied to the recipient.

acknowledge document receipt

reporting date

Day committed for an update or report.

confirm the reporting date

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

as-built drawing AS-BUILT DRAWING

receive the as-built drawings

Keep the meaning precise: Record drawing intended to represent the installed arrangement, subject to its actual verification status.

identification discrepancy IDENTIFICATION DISCREPANCY

record an identification discrepancy

Keep the meaning precise: Mismatch or uncertainty in how an item or circuit is identified.

B Precision and professional shorthand

EXTEND YOUR RANGE

verification outcome

Result of the relevant identification check.
await the verification outcome

handover exception

Open item retained when other handover elements are complete.
list a handover exception

installed arrangement

Actual configuration of the relevant equipment or system.
distinguish the installed arrangement

RMS

Root mean square; an effective-value measure used for AC voltage and current.
state the RMS basis

update commitment

Promise to provide further information at a stated time.
make an update commitment

approved amendment

Change accepted through the applicable process.
confirm an approved amendment

operational clearance

Authorization or verified status for use under the actual process.
distinguish operational clearance

record accuracy

Correctness of the information contained in a document or label.
verify record accuracy

power factor

Ratio of active power to apparent power, distinct from output-to-input efficiency.
interpret power factor

circuit identity

Verified correspondence between a circuit and what it serves.
establish circuit identity

open-item record

List or note preserving unresolved matters.
maintain the open-item record

handover readback

Repetition of received records and unresolved items to confirm understanding.
give a handover readback

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

reporting date REPORTING DATE

confirm the reporting date
Keep the meaning precise: Day committed for an update or report.

installed arrangement INSTALLED ARRANGEMENT

distinguish the installed arrangement
Keep the meaning precise: Actual configuration of the relevant equipment or system.

C Phrases that move the work forward

Acknowledge the records

You have received the as-built drawings.

State the current room name

The room is now called archive.

Avoid a naming shortcut

A room-name change does not prove the circuit identity.

Accept follow-up

I will take responsibility for the follow-up.

State the commitment

I will report on Thursday.

Separate receipt and accuracy

Receiving the drawings does not verify every directory entry.

Avoid operational inference

This handover does not establish operational clearance.

Read back the handover

Drawings received; old-store entry unresolved; Priya follows up and reports Thursday.

Name the remaining issue

One circuit-directory entry still says old store.

Preserve the uncertainty

The circuit identification still needs verification.

Avoid premature relabeling

We should not relabel the entry by assumption.

Name the owner

Priya owns the identification follow-up.

Keep the outcome open

I cannot state the verification result before it is established.

Keep the exception visible

The identification discrepancy remains an open handover item.

Preserve the actual process

Any correction needs verified information and the relevant approval process.

Close with the right limit

The reporting date is committed, but no corrected identity is supplied here.

Precision in real exchanges

Purpose: Preserve the uncertainty

Useful wording: The circuit identification still needs verification.

Purpose: Avoid a naming shortcut

Useful wording: A room-name change does not prove the circuit identity.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which handover statement is accurate?

- A.** Drawings received; directory wording differs from the room name; identification needs verification.
- B.** Every circuit verified because drawings were delivered.
- C.** Archive can be substituted immediately without checking.
- D.** Operational clearance is automatic at handover.

2. Why is immediate relabeling unsupported?

- A.** The current room name does not establish circuit identity.
- B.** The directory wording alone confirms which circuit serves archive.
- C.** The as-built title establishes the accuracy of the old-store entry.
- D.** A Thursday reporting promise authorizes an immediate name change.

3. A colleague needs the term for this meaning: Name or identifier assigned to a room. Which term fits?

- A.** update commitment
- B.** room designation
- C.** record correction
- D.** handover exception

D Choose the response that fits / continued

4. Rebuild the exchange from "An old room name needs verification". Ben: "Does receiving the as-built set establish that this entry was checked? I don't want document delivery confused with a verification result." Priya: [missing response] Ben: "Please retain old store exactly, alongside archive. The follow-up needs the original wording, not a silently amended entry." Which response belongs in the gap?

- A.** Document receipt confirms that you have the drawings. It does not establish that this directory entry is verified or that the discrepancy has been resolved.
- B.** I will retain the handover exception until the actual outcome supports closure. No corrected circuit identity, relabeling approval, or operational status is established by this conversation.
- C.** I accept it as the follow-up owner. Please record Priya against the item. That identifies who is responsible without pretending the check has already produced a result.
- D.** The handover readback is: as-built drawings received; old-store entry differs from current archive designation; identification needs verification; Priya owns follow-up and will report Thursday.

[Answers and explanations, page 144](#)

One useful distinction

The room is now called archive, and the directory entry says old store. That wording difference does not verify which circuit serves the room. Priya must follow up through the appropriate process; no relabeling is authorized simply by matching room names.

E Conversation

An old room name needs verification

An old room name needs verification

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

handover exception / operational clearance / follow-up owner / handover readback /
identification discrepancy / Document receipt / circuit identity / record correction /
reporting date / legacy label

- 01 **Ben:** I've received the as-built drawings, Priya. One directory entry says old store, though the room is now archive. Can we keep that open?
- 02 **Priya:** I will keep that ¹ _____ open. The room name has changed, but the associated circuit identification still needs verification rather than a label change based on the name alone.
- 03 **Ben:** I was about to suggest changing the words. That would assume the entry really identifies the room we're discussing, wouldn't it?
- 04 **Priya:** Exactly. The ² _____ is the unresolved point. We should not treat a familiar location name as proof of the electrical correspondence.
- 05 **Ben:** Does receiving the as-built set establish that this entry was checked? I don't want document delivery confused with a verification result.
- 06 **Priya:** ³ _____ confirms that you have the drawings. It does not establish that this directory entry is verified or that the discrepancy has been resolved.

E Conversation / continued

- 07 **Ben:** Please retain old store exactly, alongside archive. The follow-up needs the original wording, not a silently amended entry.
- 08 **Priya:** I will record the ⁴ _____ as old store and the current designation as archive. The record will not silently replace one with the other as though verification were complete.
- 09 **Ben:** Who owns the follow-up? I want a name so facilities and electrical aren't each expecting the other to respond.
- 10 **Priya:** I accept it as the ⁵ _____. Please record Priya against the item. That identifies who is responsible without pretending the check has already produced a result.

Conversation continues on the next page.

An old room name needs verification

CONVERSATION / CONTINUED

- 11 **Ben:** When will you report back? We need a definite update point even if the result isn't established by then.
- 12 **Priya:** I will report Thursday. That is the ⁶ _____ I am committing to, not a promise that a particular circuit identity or amendment has already been established.
- 13 **Ben:** Then Thursday is a report, not a promised corrected label or permission to operate equipment under an assumed new identity.
- 14 **Priya:** Correct. No ⁷ _____ is inferred from this handover. The records discussion does not authorize operating equipment or relying on an unverified label.
- 15 **Ben:** Any correction needs verified information and the project process. The received drawings and unresolved circuit identification remain separate statuses.
- 16 **Priya:** Yes. A ⁸ _____ should reflect verified information and the relevant approval process. It should not be a guessed amendment made just to make the wording look current.
- 17 **Ben:** Can you read the whole entry back? Include the old wording, current name, required verification, your ownership, and the reporting date.
- 18 **Priya:** The ⁹ _____ is: as-built drawings received; old-store entry differs from current archive designation; identification needs verification; Priya owns follow-up and will report Thursday.
- 19 **Ben:** That's accurate. We'll acknowledge the drawings while keeping identification open until the follow-up actually supports closure.
- 20 **Priya:** I will retain the ¹⁰ _____ until the actual outcome supports closure. No corrected circuit identity, relabeling approval, or operational status is established by this conversation.

CHECK THE GAPS

1. identification discrepancy / **2.** circuit identity / **3.** Document receipt / **4.** legacy label / **5.** follow-up owner / **6.** reporting date / **7.** operational clearance / **8.** record correction / **9.** handover readback / **10.** handover exception

[Why these answers fit, page 145](#)

F Check accuracy and scope

An old room name needs verification

Return to the case

At an office handover, facilities contact Ben receives the as-built drawings from electrical lead Priya. One circuit-directory entry still says old store, although the room is now called archive. The associated circuit identification needs verification; the room-name change does not justify relabeling by assumption. Priya accepts follow-up and will report Thursday. No operational clearance is inferred from the handover, and no verification result or corrected entry is supplied.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. What does Thursday identify?

- A. Priya's committed reporting date
- B. Guaranteed completion of a label change
- C. Permission to operate equipment
- D. A verified circuit identity

2. What belongs in the open-item record?

- A. A claim that no follow-up remains
- B. An invented completed verification
- C. Old-store entry, current archive name, verification needed, Priya as owner, Thursday report
- D. A guessed corrected circuit and automatic clearance

[Answers and explanations, page 147](#)

Listen for the distinction

Switch roles for turns 11-20; make Thursday a committed report, not a promised correction.

Document receipt is not verification of every detail

A handover may contain received records and a remaining identification question. Acknowledge the documents, preserve the exact discrepancy, and name the owner and reporting date. Do not let a familiar room name substitute for verification of the electrical identification.

F Say it / transfer to a new case

Separate receipt from verification

Complete the handover record. Retain the current and old names, the verification need, the owner, and the committed report date.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

Priya / verification / archive / Thursday

- 01 **Facilities:** The room is now called ¹ _____.
- 02 **Lead:** The old-store entry needs ² _____ before any assumed correction.
- 03 **Facilities:** ³ _____ owns the follow-up.
- 04 **Lead:** I will report ⁴ _____; no operational clearance is inferred.

CHECK THE GAPS

1. archive / 2. verification / 3. Priya / 4. Thursday

[Why these answers fit, page 147](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "An old room name needs verification". Ben: "Then Thursday is a report, not a promised corrected label or permission to operate equipment under an assumed new identity." Priya: [missing response] Ben: "Any correction needs verified information and the project process. The received drawings and unresolved circuit identification remain separate statuses." Which response belongs in the gap?

- A.** Exactly. The circuit identity is the unresolved point. We should not treat a familiar location name as proof of the electrical correspondence.
- B.** Correct. No operational clearance is inferred from this handover. The records discussion does not authorize operating equipment or relying on an unverified label.
- C.** The handover readback is: as-built drawings received; old-store entry differs from current archive designation; identification needs verification; Priya owns follow-up and will report Thursday.
- D.** Document receipt confirms that you have the drawings. It does not establish that this directory entry is verified or that the discrepancy has been resolved.

[Answers and explanations, page 148](#)

Review 4 / Meaning and context

Use language from the lessons you have completed. Choose one answer per question.

Case file

Revisit "Assessing added equipment and substitutions" and "Handing over electrical records". Choose precise terminology, then reconstruct the missing responses using both neighboring turns. The final two questions also revisit earlier conversations.

1. A colleague needs the term for this meaning: Extra electrical demand associated with added equipment. Which term fits?

- A. capacity assessment
- B. additional load
- C. like-for-like claim
- D. scope addition

2. A colleague needs the term for this meaning: Changing identification wording on a label or record. Which term fits?

- A. relabeling
- B. RMS
- C. as-built drawing
- D. verification outcome

3. Rebuild the exchange from "Not seen today is not fault-free". Mira: "Is the technical report final? Our manager will probably ask whether this is the accepted conclusion or just the current visit record." Ellis: [missing response] Mira: "And we can't say a repair fixed it merely because it didn't flicker during the visit? I haven't seen anything recording corrective work." Which response belongs in the gap?

- A. It's pending review. I can explain the visit note, but I shouldn't describe the report as finalized or approved.
- B. It would. The observation period is limited to that attendance. The note doesn't establish a fault-free installation or identify a cause.
- C. It gives no operational clearance. The actual authorized process governs those questions; this conversation isn't permission for an electrical action.
- D. An intermittent symptom may not appear during a particular attendance. Your report and the visit note can both be accurate.

Review 4 / Meaning and context / continued

4. Rebuild the exchange from "An old room name needs verification". Ben: "Can you read the whole entry back? Include the old wording, current name, required verification, your ownership, and the reporting date." Priya: [missing response] Ben: "That's accurate. We'll acknowledge the drawings while keeping identification open until the follow-up actually supports closure." Which response belongs in the gap?

- A.** Exactly. The circuit identity is the unresolved point. We should not treat a familiar location name as proof of the electrical correspondence.
- B.** Document receipt confirms that you have the drawings. It does not establish that this directory entry is verified or that the discrepancy has been resolved.
- C.** The handover readback is: as-built drawings received; old-store entry differs from current archive designation; identification needs verification; Priya owns follow-up and will report Thursday.
- D.** Correct. No operational clearance is inferred from this handover. The records discussion does not authorize operating equipment or relying on an unverified label.

[Answers and explanations, page 157](#)

Language for the next case

Watts saved are not the bill

power reduction

Twelve times the sixteen-watt difference gives 192 watts, equivalent to 0.192 kilowatts, not a bill amount.

Asha: Sixteen watts is the difference per fitting. With twelve fittings, the modeled power reduction is one hundred ninety-two watts, or zero point one nine two kilowatts.

energy saving

0.192 kilowatts multiplied by 2,500 hours equals 480 kilowatt-hours per year under the supplied assumptions.

Asha: Multiply the kilowatt difference by those hours for the estimated energy saving: four hundred eighty kilowatt-hours yearly. Watts describe a rate; kilowatt-hours describe energy over time.

simple payback

The additional \$480 divided by \$96 annual modeled energy savings equals five years, without financing, discounting, or other cost changes.

Asha: A simple payback estimate. It ignores financing, discounting, maintenance differences, and any other benefits or costs excluded from this worksheet.

system input

The supplied forty- and twenty-four-watt figures include their drivers; adding another driver allowance would count power twice.

Asha: Yes. Keep the system input basis consistent. We don't add a second driver allowance to figures that already include it.

energy tariff

The fictional energy-only rate is twenty cents per kilowatt-hour; multiplying 480 by \$0.20 gives \$96 per year.

Asha: Correct. At the supplied energy tariff of twenty cents per kilowatt-hour, the modeled energy-cost reduction is ninety-six dollars a year.

guarantee

The result depends on operating hours, stated power, tariff, and exclusions; the calculation is not a guaranteed bill reduction or investment return.

Asha: Don't turn the estimate into a guarantee. Actual hours and tariff terms can change, and the worksheet doesn't model every part of a bill.

Read the phrases aloud. Then complete the conversation on the following pages using the word bank.

Conversation

Watts saved are not the bill

Fictional estimate: 12 existing fittings use 40 W each; 12 proposed fittings use 24 W each, including drivers. Assume constant full-power operation for 10 hours on 250 days yearly and an energy-only rate of \$0.20/kWh. Added project cost is \$480. Exclude demand charges, maintenance, financing, and other changes; lighting performance and replacement approval remain separate.

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

power reduction / energy tariff / energy saving / simple payback / guarantee /
system input

- 01 **Ben:** The proposal says sixteen watts saved. Is that for the whole room, and does it mean sixteen dollars off each electricity bill?
- 02 **Asha:** Sixteen watts is the difference per fitting. With twelve fittings, the modeled
¹ _____ is one hundred ninety-two watts, or zero point one nine two kilowatts.
- 03 **Ben:** The existing total is four hundred eighty watts, and the proposed total is two hundred eighty-eight. Both figures already include the drivers?
- 04 **Asha:** Yes. Keep the ² _____ basis consistent. We don't add a second driver allowance to figures that already include it.
- 05 **Ben:** The schedule assumes ten hours a day for two hundred fifty days. That is twenty-five hundred hours a year, not every hour of the calendar year.
- 06 **Asha:** Multiply the kilowatt difference by those hours for the estimated
³ _____: four hundred eighty kilowatt-hours yearly. Watts describe a rate; kilowatt-hours describe energy over time.

Conversation / continued

- 07 **Ben:** So sixteen watts per fitting becomes four hundred eighty kilowatt-hours for the annual comparison, not four hundred eighty kilowatts of power.
- 08 **Asha:** Correct. At the supplied ⁴ _____ of twenty cents per kilowatt-hour, the modeled energy-cost reduction is ninety-six dollars a year.
- 09 **Ben:** And the extra project cost is four hundred eighty dollars. Dividing that by ninety-six gives five years, but what kind of payback figure is that?
- 10 **Asha:** A ⁵ _____ estimate. It ignores financing, discounting, maintenance differences, and any other benefits or costs excluded from this worksheet.

Conversation continues on the next page.

Watts saved are not the bill

CONVERSATION / CONTINUED

- 11 **Ben:** Could I put guaranteed five-year return in the budget note? It sounds cleaner than listing all these assumptions, but perhaps too certain.
- 12 **Asha:** Don't turn the estimate into a ⁶ _____. Actual hours and tariff terms can change, and the worksheet doesn't model every part of a bill.
- 13 **Ben:** If the building has a demand charge, can I assume the one-hundred-ninety-two-watt difference also reduces that charge by the same proportion?
- 14 **Asha:** No. The demand charge and how the building's billing peak is determined need their own assessment. This example models energy charges only.
- 15 **Ben:** What if the room uses dimming or occupancy control? The full-power schedule might overstate how long each fitting runs at the listed power.
- 16 **Asha:** Exactly. We'd need a supported operating profile for that estimate. We shouldn't keep the same hours and claim an additional control saving without checking overlap.
- 17 **Ben:** And a favorable cost comparison doesn't show that the alternative gives the right light on the desks or works with the specified controls.
- 18 **Asha:** Those requirements still need review. A power-and-cost calculation doesn't approve substitution, establish compatibility, or instruct anyone to replace electrical equipment.
- 19 **Ben:** I'll report one hundred ninety-two watts less under the model, four hundred eighty kilowatt-hours a year, ninety-six dollars energy saving, and five-year simple payback.
- 20 **Asha:** Include the twelve fittings, twenty-five hundred hours, and twenty-cent rate beside that summary. Then a reviewer can see what drives the result and what it leaves out.

CHECK THE GAPS

1. power reduction / 2. system input / 3. energy saving / 4. energy tariff / 5. simple payback / 6. guarantee

[Why these answers fit, page 160](#)

Change the operating hours

Fictional comparison: 8 fittings change from 50 W to 30 W each, with drivers included. Assume 1,500 full-power hours yearly, energy-only rate \$0.25/kWh, and added cost \$180. Use only these assumptions.

Complete the exchange using each phrase once. Read both roles, then switch roles and repeat with the bank covered.

WORD AND PHRASE BANK

160 / 240 / 60 / three

- 01 **Client:** The total power reduction is ¹ _____ watts.
- 02 **Estimator:** The annual energy reduction is ² _____ kilowatt-hours.
- 03 **Client:** The modeled energy-cost reduction is ³ _____ dollars yearly.
- 04 **Estimator:** The simple payback is ⁴ _____ years.

CHECK THE GAPS

1. 160 / 2. 240 / 3. 60 / 4. three

[Why these answers fit, page 160](#)

Keep the distinction audible

Explain a lighting estimate with separate power, energy, tariff, and simple-payback figures.

Language for the next case

Read the two protection digits

IP code

The two characteristic numerals describe different protection categories; sixty-seven is not a single overall score that automatically replaces sixty-five.

Owen: Don't compare them as one score. An IP code has separate characteristic digits. We need to read what each position says and what exposure the project requires.

water jets

The second digit five addresses water jets under the specified test conditions; it does not establish unlimited pressure, temperature, or immersion resistance.

Owen: It covers water jets under specified test conditions. It isn't a promise of resistance to every pressure, cleaning chemical, or water temperature.

dual rating

A product can state separately demonstrated jet and immersion classifications; the dialogue supplies only IP67 for B, not an additional jet rating.

Owen: Correct. A product may have a dual rating if both claims are supported. We aren't supplied that additional evidence for B.

dust-tight

The first digit six states dust-tight protection under the applicable classification conditions; it is not an airtight or universal safety guarantee.

Owen: Yes, six denotes dust-tight protection under the classification conditions. It doesn't mean airtight, chemically resistant, or suitable for every environment.

Temporary immersion

The second digit seven concerns temporary immersion conditions and does not automatically establish the separate jet-resistance claims of digits five or six.

Owen: No. Temporary immersion is a different exposure. An IP67-only statement doesn't by itself establish the jet evidence requested for this review.

declared configuration

Protection claims apply to the relevant enclosure configuration; entries, fittings, seals, and assembly conditions must be checked rather than inferred from a bare-box label.

Owen: Exactly. We need the declared configuration and supporting documentation. Cable entries, fittings, seals, and assembly conditions matter to the complete arrangement.

Read the phrases aloud. Then complete the conversation on the following pages using the word bank.

Conversation

Read the two protection digits

Fictional procurement review: proposed enclosure A is marked IP65; alternative B is marked IP67 only. The project asks for evidence covering dust and water-jet exposure. No other test claims or approval are supplied. First digit 6 means dust-tight; water digit 5 covers jets, while 7 covers temporary immersion under specified conditions. Suitability of the complete installation remains for review.

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

dust-tight / dual rating / Temporary immersion / water jets / declared configuration / IP code

- 01 **Marta:** Owen, the alternative enclosure says IP67 and the specified option says IP65. Can I record sixty-seven as better protection and approve the substitution?
- 02 **Owen:** Don't compare them as one score. An ¹ _____ has separate characteristic digits. We need to read what each position says and what exposure the project requires.
- 03 **Marta:** Both start with six. Does that mean they make the same stated dust claim, even though the second digits differ?
- 04 **Owen:** Yes, six denotes ² _____ protection under the classification conditions. It doesn't mean airtight, chemically resistant, or suitable for every environment.
- 05 **Marta:** The project asks for water-jet evidence. A ends in five. What does that part of its rating cover?
- 06 **Owen:** It covers ³ _____ under specified test conditions. It isn't a promise of resistance to every pressure, cleaning chemical, or water temperature.

Conversation / continued

- 07 **Marta:** B ends in seven, which concerns immersion. Doesn't immersion automatically include passing the lower-numbered jet tests too?
- 08 **Owen:** No. ⁴ _____ is a different exposure. An IP67-only statement doesn't by itself establish the jet evidence requested for this review.
- 09 **Marta:** Then we should ask for the relevant test evidence rather than assume the extra two in the number settles it. We can't mark B accepted yet.
- 10 **Owen:** Correct. A product may have a ⁵ _____ if both claims are supported. We aren't supplied that additional evidence for B.

Conversation continues on the next page.

Read the two protection digits

CONVERSATION / CONTINUED

- 11 **Marta:** The vendor also calls it waterproof. I suppose that word doesn't resolve which exposure, duration, or configuration the product was assessed for.
- 12 **Owen:** Exactly. We need the ⁶ _____ and supporting documentation. Cable entries, fittings, seals, and assembly conditions matter to the complete arrangement.
- 13 **Marta:** So A's IP65 marking answers the code-description question, but doesn't by itself prove the installed assembly meets everything the project needs.
- 14 **Owen:** Right. The actual specification, environment, manufacturer requirements, and technical review still apply. Neither this comparison nor the label authorizes installation.
- 15 **Marta:** Could I translate IP65 directly into a NEMA enclosure type for the purchasing system? It has a field for each.
- 16 **Owen:** Don't invent a one-to-one equivalent. The classification systems have different scopes; record a NEMA claim only when the relevant product evidence supports it.
- 17 **Marta:** I'll keep A as IP65 and B as IP67 only, with the jet evidence for B unresolved. I won't replace either with the general word waterproof.
- 18 **Owen:** Good. And don't suggest testing them with a hose on site to settle the paperwork. This is a documentation review, not a test instruction.
- 19 **Marta:** The request to the vendor is for supported jet classification and the rated configuration, with the substitution still pending review.
- 20 **Owen:** That's specific. It preserves the distinction between dust protection, jet resistance, immersion, and acceptance of the actual project arrangement.

CHECK THE GAPS

1. IP code / 2. dust-tight / 3. water jets / 4. Temporary immersion / 5. dual rating / 6. declared configuration

[Why these answers fit, page 162](#)

A rating is not one score

A fictional data sheet lists IP66; a proposed alternative lists IP67 only. For this exercise, first digit 6 means dust-tight, water digit 6 means powerful-water-jet protection, and water digit 7 means temporary-immersion protection under specified conditions. No other evidence is supplied.

Complete the exchange using each phrase once. Read both roles, then switch roles and repeat with the bank covered.

WORD AND PHRASE BANK

powerful-water-jet / temporary-immersion / dust-tight / unconfirmed

- 01 **Buyer:** The shared first digit describes ¹ _____ protection.
- 02 **Coordinator:** IP66 declares the stated ² _____ category.
- 03 **Buyer:** IP67 declares the stated ³ _____ category instead.
- 04 **Coordinator:** The alternative's separate jet evidence remains ⁴ _____ .

CHECK THE GAPS

1. dust-tight / 2. powerful-water-jet / 3. temporary-immersion / 4. unconfirmed

[Why these answers fit, page 162](#)

Keep the distinction audible

Explain an enclosure rating without turning a larger code into blanket approval.

Language for the next case

Power factor is not efficiency

apparent power

For the supplied single-phase RMS values, 230 times 10 equals 2,300 VA, or 2.3 kVA; it is not automatically 2.3 kW.

Ravi: That product gives apparent power: twenty-three hundred volt-amperes, or two point three kVA. It doesn't automatically give the active kilowatt value.

power factor

Power factor is active power divided by apparent power; 1.84 divided by 2.3 equals 0.8, a dimensionless ratio.

Ravi: Yes, power factor. It's a dimensionless ratio, not another power value. The stated calculation gives zero point eight for this report.

kilowatt-hours

Constant active input of 1.84 kW for two hours gives 3.68 kWh; using 2.3 kVA would not calculate this active-energy quantity.

Ravi: Yes. That gives three point six eight kilowatt-hours of active energy. Multiplying two point three kVA by two would describe a different quantity, not this kWh result.

active power

The supplied active input power is 1.84 kW; it is a separate quantity from the 2.3 kVA apparent-power calculation.

Ravi: Correct. One point eight four is the active power figure here. Preserve both quantities with their units instead of treating kW and kVA as interchangeable labels.

Efficiency

Efficiency compares useful output with input, which is different from power factor; the report supplies no useful-output figure from which to calculate it.

Ravi: No. Efficiency compares useful output with input. We don't have the machine's output here, so that conclusion isn't available from PF.

measurement basis

The case uses completed single-phase RMS readings and a stated constant two-hour period; it does not supply a three-phase calculation or operating procedure.

Ravi: Exactly. Keep the measurement basis visible: single-phase, the supplied RMS values, and the stated period. Don't transplant the arithmetic into a different system without the right assessment.

Read the phrases aloud. Then complete the conversation on the following pages using the word bank.

Conversation

Power factor is not efficiency

Fictional completed report for one single-phase load: RMS voltage 230 V, RMS current 10 A, active input power 1.84 kW, constant for 2 hours. RMS means root mean square. Use apparent power = RMS volts x RMS amperes / 1,000 in kVA; power factor = kW/kVA. No output-power, circuit-capacity, or authorization data are supplied.

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

kilowatt-hours / active power / Efficiency / apparent power / power factor / measurement basis

- 01 **Sofia:** Ravi, I multiplied two hundred thirty volts by ten amperes and got twenty-three hundred. I nearly put two point three kilowatts in the summary.
- 02 **Ravi:** That product gives ¹ _____: twenty-three hundred volt-amperes, or two point three kVA. It doesn't automatically give the active kilowatt value.
- 03 **Sofia:** The completed report separately records one point eight four kilowatts. So I shouldn't replace that reading with the voltage-current product.
- 04 **Ravi:** Correct. One point eight four is the ² _____ figure here. Preserve both quantities with their units instead of treating kW and kVA as interchangeable labels.
- 05 **Sofia:** Then one point eight four divided by two point three is zero point eight. That's the ratio the report calls PF?
- 06 **Ravi:** Yes, ³ _____. It's a dimensionless ratio, not another power value. The stated calculation gives zero point eight for this report.

Conversation / continued

- 07 **Sofia:** Does zero point eight mean the machine is eighty percent efficient and loses twenty percent of its input as heat?
- 08 **Ravi:** No. ⁴ _____ compares useful output with input. We don't have the machine's output here, so that conclusion isn't available from PF.
- 09 **Sofia:** The report says the active input stayed constant for two hours. For energy, should I multiply one point eight four by two?
- 10 **Ravi:** Yes. That gives three point six eight ⁵ _____ of active energy. Multiplying two point three kVA by two would describe a different quantity, not this kWh result.

Conversation continues on the next page.

Power factor is not efficiency

CONVERSATION / CONTINUED

- 11 **Sofia:** So power is the rate, energy includes the time, and power factor is the ratio between two power quantities. They're three different parts of the explanation.
- 12 **Ravi:** Exactly. Keep the ⁶ _____ visible: single-phase, the supplied RMS values, and the stated period. Don't transplant the arithmetic into a different system without the right assessment.
- 13 **Sofia:** Can the ten-ampere figure tell us the circuit has enough spare capacity for another machine? The owner asked whether we could add one.
- 14 **Ravi:** No. A recorded current for this load doesn't establish the full installation requirements or spare capacity. Those need the appropriate technical assessment.
- 15 **Sofia:** Would increasing the power factor to one guarantee a twenty-percent reduction in the electricity bill? That sounds like another tempting shortcut.
- 16 **Ravi:** It wouldn't follow from these figures. The load behavior, losses, tariff, and any proposed change need review. We aren't recommending correction equipment or predicting a saving.
- 17 **Sofia:** And this discussion doesn't ask anyone to obtain new readings, open equipment, or connect a test instrument. We're interpreting the completed report.
- 18 **Ravi:** Correct. It supplies no testing method or operating permission. The actual qualified procedures remain separate from this language and arithmetic exercise.
- 19 **Sofia:** I'll report two point three kVA apparent, one point eight four kW active, PF zero point eight, and three point six eight kWh over the stated two hours.
- 20 **Ravi:** That's accurate. Leave efficiency and spare capacity unestablished, and retain the original readings and time basis so the summary can be checked.

CHECK THE GAPS

1. apparent power / 2. active power / 3. power factor / 4. Efficiency / 5. kilowatt-hours / 6. measurement basis

[Why these answers fit, page 164](#)

Read a second completed report

A fictional single-phase report gives 120 V RMS, 5 A RMS, and constant active input of 0.48 kW for 3 hours. Use the same formulas. Useful output is not supplied. Do not infer circuit capacity or operating permission.

Complete the exchange using each phrase once. Read both roles, then switch roles and repeat with the bank covered.

WORD AND PHRASE BANK

0.8 / unknown / 0.6 / 1.44

- 01 **Coordinator:** Apparent power is ¹ _____ kVA.
- 02 **Electrician:** Power factor is ² _____ .
- 03 **Coordinator:** Active energy for the period is ³ _____ kWh.
- 04 **Electrician:** Useful-output efficiency remains ⁴ _____ .

CHECK THE GAPS

1. 0.6 / 2. 0.8 / 3. 1.44 / 4. unknown

[Why these answers fit, page 164](#)

Keep the distinction audible

Read a completed electrical report while keeping active power, apparent power, energy, and efficiency distinct.

01 / Answers and explanations

A / Read the situation

A1. What does Rosa's account actually cover?

A. Two desk receptacles in Room 204

The specific account concerns two desk receptacles in Room 204, not the whole office.

[Return to the exercise, page 4](#)

A2. What does 08:30 represent?

A. When Rosa noticed the problem

The time records Rosa's observation, not the exact onset or an assessment result.

[Return to the exercise, page 4](#)

A3. What is the status of the panel-directory entry?

A. It says office, but accuracy is unverified

The label's wording is known, but its identification accuracy has not been verified.

[Return to the exercise, page 4](#)

D / Response choices

D1. Which service summary is accurate?

A. Client reports two desk receptacles in Room 204, noticed at 08:30; other areas unassessed.

The summary preserves the attributed devices, location, observation time, and unassessed areas.

[Return to the exercise, page 8](#)

D2. Which question is appropriate?

A. Which room does your existing report concern?

The question clarifies known information without asking the client to perform an electrical action.

[Return to the exercise, page 8](#)

01 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Receptacle serving or located at a desk position. Which term fits?

B. desk receptacle

A Not here. circuit: Electrical path or connected arrangement through which current may flow. The usual combination is "distinguish the circuit from the room name".

B Correct. desk receptacle: Receptacle serving or located at a desk position. The usual combination is "specify the desk receptacle".

C Not here. isolation status: Established state of separation from relevant energy sources under the actual procedure. The usual combination is "report only verified isolation status".

D Not here. onset: Time when a condition began, if established. The usual combination is "distinguish observation from onset".

[Return to the exercise, page 8](#)

D4. Rebuild the exchange from "Which sockets, where, and since when?". Rosa: "I noticed it at eight-thirty. I don't know whether it began then or earlier; that's when I became aware of the problem." Kai: [missing response] Rosa: "The other rooms haven't been assessed as part of this report. My wording shouldn't suggest they're all affected or all working." Which response belongs in the gap?

D. Then 08:30 is the observation time. I will keep that distinction and avoid saying the fault definitely began at that exact time.

A Not here. This line belongs to turn 8, after Rosa says: "The other rooms haven't been assessed as part of this report. My wording shouldn't suggest they're all affected or all working." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 16, after Rosa says: "That's helpful. I don't want an everyday description copied into the request as if a technical assessment has already been completed." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 18, after Rosa says: "Could you read back the room, count, and observation time? Those are the details I can confirm from what I already know." It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Kai's response in turn 6. It connects Rosa's preceding point with Rosa's follow-up. Observation time records when Rosa noticed the issue, not a proven start time for the underlying condition.

[Return to the exercise, page 8](#)

E / Conversation

1. service request

Turn 2. Service request captures Rosa's existing observations without requiring her to operate or test electrical equipment.

01 / Answers and explanations / continued

2. room reference

Turn 4. Room reference is Room 204, which is more precise than treating the word office as the entire office area.

3. observation time

Turn 6. Observation time records when Rosa noticed the issue, not a proven start time for the underlying condition.

4. unassessed areas

Turn 8. Unassessed areas remain unknown; the report does not establish that they are either affected or working normally.

5. directory entry

Turn 10. Directory entry supplies the word office, but its accuracy and relationship to the reported devices remain unverified.

6. receptacles

Turn 12. Receptacles identifies the two plug-connection devices in Rosa's account and keeps the device description specific.

7. reported symptom

Turn 14. Reported symptom attributes the informal description to Rosa without treating it as a verified electrical condition.

8. verified status

Turn 16. Verified status is not supplied by this intake conversation, so no assessment or safety conclusion can be claimed.

9. readback

Turn 18. Readback confirms the two devices, Room 204, and the 08:30 observation while retaining unknown conditions elsewhere.

10. Circuit identification

Turn 20. Circuit identification remains unverified; the office label is not proof of which circuit serves the reported receptacles.

[Return to the conversation, page 10](#)

01 / Answers and explanations / continued

F / Accuracy and scope

F1. What does the label office establish?

A. Only the wording of an unverified directory entry

The entry's wording is known, but its accuracy and associated electrical status are not.

[Return to the exercise, page 12](#)

F2. Which statement wrongly upgrades the evidence?

C. The receptacles are confirmed de-energized because the client called them dead.

An informal symptom description does not establish de-energization, isolation, or safety.

[Return to the exercise, page 12](#)

F / Guided speaking

1. two

Electrician: Your report concerns two desk receptacles.

Turn 1. Two is the device count in the client's specific account.

2. 204

Client: They are in Room 204.

Turn 2. Room 204 identifies the reported location without including the whole office.

3. 08:30

Electrician: You noticed the issue at 08:30.

Turn 3. This records the observation time rather than a verified onset time.

4. unverified

Client: The directory entry remains unverified.

Turn 4. The word office appears in the directory, but its accuracy is unconfirmed.

[Return to the conversation, page 13](#)

01 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "Which sockets, where, and since when?". Rosa: "By dead I mean they weren't working as I expected. I'm not claiming someone checked their electrical state or isolated them." Kai: [missing response] Rosa: "That's helpful. I don't want an everyday description copied into the request as if a technical assessment has already been completed." Which response belongs in the gap?

B. I will preserve that as a reported symptom. Dead in a client account is not proof that equipment is de-energized, isolated, or safe to use or work on.

A Not here. This line belongs to turn 2, after Rosa says: "The office sockets are dead, Kai. What information do you need for the request? I can tell you what we've already noticed." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Kai's response in turn 14. It connects Rosa's preceding point with Rosa's follow-up. Reported symptom attributes the informal description to Rosa without treating it as a verified electrical condition.

C Not here. This line belongs to turn 4, after Rosa says: "It's the two desk receptacles in Room 204. When I said office, I meant that room, not every office on the floor." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 12, after Rosa says: "Should I describe them as receptacles or outlets? I want the actual devices identified, rather than an uncertain whole-room arrangement." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 13](#)

02 / Answers and explanations

A / Read the situation

A1. What do both products list?

B. 1,200 lumens

Both luminaires list the same light output of 1,200 lumens.

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A2. What differs between them?

C. The 3,000 K and 4,000 K color-temperature values

The kelvin values differ, while the listed lumen values are equal.

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A3. What remains for specialist review?

A. Driver compatibility

Driver compatibility has not been established by the supplied product comparison.

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D / Response choices

D1. Which correction is accurate?

D. Both list 1,200 lumens; 4,000 K describes a cooler color appearance, not more listed output.

The correction distinguishes the equal listed output from the differing color-temperature values.

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D2. Which claim is not supported by equal lumens?

B. Both will provide identical illumination at every desk.

Surface illumination also depends on distribution and installation conditions not supplied in the case.

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02 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Unit used to state correlated color temperature. Which term fits?

B. kelvin

A Not here. illuminance: Amount of light arriving on a surface per unit area. The usual combination is "assess illuminance at the work surface".

B Correct. kelvin: Unit used to state correlated color temperature. The usual combination is "read the kelvin value".

C Not here. driver compatibility: Suitability of a driver for the specified lighting and control arrangement. The usual combination is "verify driver compatibility".

D Not here. color rendering index: Metric describing color fidelity relative to a reference, abbreviated CRI. The usual combination is "check the color rendering index".

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D4. Rebuild the exchange from "More kelvins does not mean more light". Ben: "What would four thousand look like compared with three thousand? I'd like to describe the difference accurately when I speak to our designer." Asha: [missing response] Ben: "If their outputs match, will they put the same light level on each desk? That's what matters most to the people using this room." Which response belongs in the gap?

D. It has a cooler color appearance. Cooler doesn't mean the fitting runs colder, and a higher kelvin figure doesn't mean more lumens.

A Not here. This line belongs to turn 2, after Ben says: "These are the two fittings I'm comparing. The four-thousand-K version should give more light than the three-thousand-K one, shouldn't it?" It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 8, after Ben says: "If their outputs match, will they put the same light level on each desk? That's what matters most to the people using this room." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 4, after Ben says: "I've been comparing the wrong numbers. Which figure should I use when I mean the amount of light coming from the fitting?" It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Asha's response in turn 6. It connects Ben's preceding point with Ben's follow-up. Color appearance is cooler at 4,000 K than at 3,000 K; this is separate from the equal listed lumen output.

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E / Conversation

1. correlated color temperature

Turn 2. Correlated color temperature describes color appearance, not the amount of light emitted by the luminaire.

02 / Answers and explanations / continued

2. lumen

Turn 4. Lumen is the unit for visible light output; both supplied product figures are 1,200 lumens.

3. color appearance

Turn 6. Color appearance is cooler at 4,000 K than at 3,000 K; this is separate from the equal listed lumen output.

4. Illuminance

Turn 8. Illuminance concerns light reaching a surface, which is not determined by the listed lumen output alone.

5. light distribution

Turn 10. Light distribution describes where emitted light goes and can affect surface illumination even when listed outputs match.

6. watts

Turn 12. Watts measure power, which is distinct from lumens and color temperature; no wattage comparison is supplied.

7. Driver compatibility

Turn 14. Driver compatibility remains for specialist review and cannot be inferred from matching lumen values or a color-temperature comparison.

8. substitution

Turn 16. Substitution is not approved; discussing the alternative does not authorize replacing a specified product.

9. product data sheet

Turn 18. Product data sheet provides product-specific information for review; a brief comparison does not establish all compatibility requirements.

10. specialist review

Turn 20. Specialist review remains the next step for compatibility; neither equal output nor a cooler appearance resolves the substitution decision.

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02 / Answers and explanations / continued

F / Accuracy and scope

F1. What should happen with driver compatibility?

A. Refer it for specialist review using the relevant information

Matching light-output figures do not establish electrical or control compatibility.

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F2. What is the substitution status?

A. Not approved

The scenario explicitly states that no product substitution has been approved.

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F / Guided speaking

1. lumens

Electrician: Both products list 1,200 lumens.

Turn 1. Lumens describe the equal light-output figures supplied for the two products.

2. kelvins

Client: The 3,000 and 4,000 values are in kelvins.

Turn 2. Kelvins identify the color-temperature values rather than the output figures.

3. cooler

Electrician: The 4,000 K option has a cooler appearance.

Turn 3. Cooler compares the white-light appearance with that of the 3,000 K option.

4. review

Client: Driver compatibility still needs specialist review.

Turn 4. Compatibility remains unresolved and requires the stated specialist review.

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02 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "More kelvins does not mean more light". Ben: "Can the driver planned for the first fitting be used with the second? I don't want to discover a separate compatibility issue after choosing." Asha: [missing response] Ben: "Please leave the order unchanged while we compare. I'm asking about the alternative, not giving permission to substitute it for the specified fitting." Which response belongs in the gap?

C. Driver compatibility needs specialist review. Equal lumens don't establish that the electrical and control arrangements suit both products.

A Not here. This line belongs to turn 16, after Ben says: "Please leave the order unchanged while we compare. I'm asking about the alternative, not giving permission to substitute it for the specified fitting." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 20, after Ben says: "Then I can report equal listed output, different white-light appearance, and an unresolved replacement question. I shouldn't promise equal desk illumination." It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Asha's response in turn 14. It connects Ben's preceding point with Ben's follow-up. Driver compatibility remains for specialist review and cannot be inferred from matching lumen values or a color-temperature comparison.

D Not here. This line belongs to turn 18, after Ben says: "What should go to the specialist? The two label numbers clearly aren't enough to settle the driver and control questions." It addresses that point, not the missing turn in the supplied exchange.

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03 / Answers and explanations

A / Read the situation

A1. What is stated on the reception elevation?

D. 1,100 millimeters above finished floor level, with the device reference unclear

The elevation states the height and floor datum but not the device endpoint.

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A2. What convention does the joinery drawing use?

D. Centerline

The joinery drawing uses a centerline, but that does not resolve the electrical note.

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A3. What is the installation status?

A. No device position is approved

The case explicitly leaves installation position unapproved pending clarification.

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D / Response choices

D1. Which question addresses the ambiguity?

A. Is the 1,100-millimeter height to the centerline or lower edge of the device?

The question targets the missing endpoint while preserving the stated height and floor datum.

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D2. Which fact is already known?

A. The datum is finished floor level

The elevation names finished floor level even though the device reference remains unclear.

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03 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Bottom boundary of the specified device or component. Which term fits?

C. lower edge

A Not here. datum level: Reference level from which a height is measured. The usual combination is "verify the datum level".

B Not here. faceplate: Visible plate associated with an electrical accessory or device. The usual combination is "identify the faceplate".

C Correct. lower edge: Bottom boundary of the specified device or component. The usual combination is "locate the lower edge".

D Not here. design clarification: Explanation resolving uncertain design information. The usual combination is "request design clarification".

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D4. Rebuild the exchange from "Centerline or lower edge?". Omar: "I'll attach the joinery detail to explain why I expected a centerline. It shouldn't be taken as an answer for the electrical designer." Leila: [missing response] Omar: "Can the reply name the feature explicitly? Repeating eleven hundred won't resolve whether it's centerline, lower edge, faceplate, or another reference." Which response belongs in the gap?

A. That will help explain the joinery interface. The other drawing is relevant evidence for the question, not permission to fill in the missing electrical reference ourselves.

A Correct. This is Leila's response in turn 6. It connects Omar's preceding point with Omar's follow-up. Joinery interface identifies the coordination point between the device and fitted woodwork without authorizing a position.

B Not here. This line belongs to turn 10, after Omar says: "Can we calculate the difference between those positions, or is the device size missing as well as the intended endpoint?" It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 4, after Omar says: "So finished floor tells us where the dimension starts. The uncertainty is where it ends on the device, not which floor level to use." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 12, after Omar says: "Then I won't sketch a guessed offset. We're asking what the existing number means, not proposing a different height." It addresses that point, not the missing turn in the supplied exchange.

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E / Conversation

1. mounting height

Turn 2. Mounting height is stated as 1,100 millimeters, but the point on the device to which it applies remains unclear.

03 / Answers and explanations / continued

2. Finished floor level

Turn 4. Finished floor level is the stated datum; the ambiguity concerns the device endpoint rather than the floor reference.

3. joinery interface

Turn 6. Joinery interface identifies the coordination point between the device and fitted woodwork without authorizing a position.

4. dimension endpoint

Turn 8. Dimension endpoint is the particular point or edge being measured to, which must be clarified instead of merely repeating 1,100.

5. reference ambiguity

Turn 10. Reference ambiguity cannot be resolved by a guessed conversion when the device dimensions and intended endpoint are not established.

6. design clarification

Turn 12. Design clarification asks what the current note means; it does not automatically request a new height or authorize a position.

7. approved location

Turn 14. Approved location has not been established, so neither centerline nor lower-edge interpretation can be presented as ready for installation.

8. coordination mark-up

Turn 16. Coordination mark-up communicates the unresolved interface question and is not itself an instruction or approval to install.

9. reference readback

Turn 18. Reference readback preserves the 1,100-millimeter height, finished-floor datum, and unresolved device endpoint together.

10. installation instruction

Turn 20. Installation instruction is not supplied by the unresolved query; the team still needs the intended reference and appropriate approval.

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03 / Answers and explanations / continued

F / Accuracy and scope

F1. Which inference is unsupported?

B. The joinery centerline automatically approves the electrical centerline position.

A convention on another drawing does not resolve or authorize the ambiguous electrical detail.

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F2. What should the clarification preserve?

A. Both drawing references, the stated height, the floor datum, and the unanswered endpoint

These details define the actual coordination question without adding dimensions or permission.

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F / Guided speaking

1. 1,100

Electrician: The stated height is 1,100 millimeters.

Turn 1. The numerical height remains 1,100; the query does not replace it.

2. floor

Coordinator: It is measured above finished floor level.

Turn 2. Finished floor level is the stated datum for the dimension.

3. edge

Electrician: The device reference could be centerline or lower edge.

Turn 3. Lower edge is the alternative endpoint that the note leaves unclear.

4. approved

Coordinator: No installation position is approved yet.

Turn 4. The position remains unapproved until the relevant clarification and approval process.

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03 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "Centerline or lower edge?". Omar: "No position is approved for installation yet, correct? That must be clear before the query reaches the site team." Leila: [missing response] Omar: "I can put both views on a coordination mark-up. How do I avoid making it look like I've approved the centerline?" Which response belongs in the gap?

C. Correct. There is no approved location from this conversation. Neither interpretation should be presented as an authorized installation position while the reference remains unresolved.

A Not here. This line belongs to turn 8, after Omar says: "Can the reply name the feature explicitly? Repeating eleven hundred won't resolve whether it's centerline, lower edge, faceplate, or another reference." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 2, after Omar says: "Our joinery drawing uses a centerline at eleven hundred above finished floor. Can the electrical position use that reference, or does your note leave it open?" It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Leila's response in turn 14. It connects Omar's preceding point with Omar's follow-up. Approved location has not been established, so neither centerline nor lower-edge interpretation can be presented as ready for installation.

D Not here. This line belongs to turn 4, after Omar says: "So finished floor tells us where the dimension starts. The uncertainty is where it ends on the device, not which floor level to use." It addresses that point, not the missing turn in the supplied exchange.

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04 / Answers and explanations

A / Read the situation

A1. What occupies the same drawn space?

A. A cable tray on E6 and a duct on the mechanical layout in bay C3

The electrical tray and mechanical duct conflict in the same ceiling bay.

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A2. What is scheduled for 13:00?

D. The ceiling coordination meeting

The supplied time is the meeting time, not approval or completion.

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A3. What is the revised-route status?

B. Neither trade has agreed one

No revised route is agreed by either trade in the supplied facts.

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D / Response choices

D1. Which report identifies the conflict precisely?

D. E6 cable tray and mechanical-layout duct share ceiling bay C3; revised route unresolved.

The report names both components, sources, location, and unresolved route status.

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D2. What does Dev need at the meeting?

A. Both drawings reviewed together

Joint review is needed to resolve the cross-trade conflict without unilateral assumptions.

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04 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Enclosed channel used to contain cables in relevant terminology. Which term fits?

B. trunking

A Not here. support arrangement: Specified way a component is held in place. The usual combination is "review the support arrangement".

B Correct. trunking: Enclosed channel used to contain cables in relevant terminology. The usual combination is "identify the trunking route".

C Not here. coordination meeting: Discussion intended to resolve interfaces and arrangements. The usual combination is "attend the coordination meeting".

D Not here. mechanical layout: Drawing showing the arrangement of mechanical services. The usual combination is "compare the mechanical layout".

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D4. Rebuild the exchange from "A tray and a duct in bay C3". Elena: "Has either team agreed another path in a separate discussion? I'd rather check that before reopening something already settled." Dev: [missing response] Elena: "Then we need both drawings in the meeting, not just an electrical screenshot that leaves out the mechanical constraint." Which response belongs in the gap?

B. Neither has agreed a revised route. We have the conflict and the two sources, but no accepted alternative to present.

A Not here. This line belongs to turn 8, after Elena says: "Then we need both drawings in the meeting, not just an electrical screenshot that leaves out the mechanical constraint." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Dev's response in turn 6. It connects Elena's preceding point with Elena's follow-up. Revised route remains unagreed by both trades, so no changed path can be presented as a settled arrangement.

C Not here. This line belongs to turn 4, after Elena says: "Is that what the drawings show, or are you reporting an installed clash? Those need different descriptions in the coordination record." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 10, after Elena says: "Is there a project decision giving one service precedence here? I don't want competing assumptions that the other trade must move." It addresses that point, not the missing turn in the supplied exchange.

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E / Conversation

1. route conflict

Turn 2. Route conflict is the cable tray and duct occupying the same drawn space in ceiling bay C3.

04 / Answers and explanations / continued

2. electrical layout

Turn 4. Electrical layout E6 shows the proposed tray position; the case does not establish that either service is already installed.

3. revised route

Turn 6. Revised route remains unagreed by both trades, so no changed path can be presented as a settled arrangement.

4. joint review

Turn 8. Joint review brings both drawing arrangements into the same discussion instead of assuming either trade can resolve the interface alone.

5. trade priority

Turn 10. Trade priority is not established in the case, so neither electrical nor mechanical can be assumed to take precedence automatically.

6. ceiling bay

Turn 12. Ceiling bay C3 is the precise shared-space reference, not an approved route or technical solution.

7. Maintenance access

Turn 14. Maintenance access is one relevant coordination question for any solution; no access or clearance arrangement is supplied here.

8. coordination meeting

Turn 16. Coordination meeting identifies the 13:00 review point and does not authorize installation or guarantee a completed solution.

9. route approval

Turn 18. Route approval is absent because neither trade has agreed a revised path; the query must preserve that status.

10. unresolved interface

Turn 20. Unresolved interface keeps the cross-trade conflict open until the actual project process establishes an agreed arrangement.

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04 / Answers and explanations / continued

F / Accuracy and scope

F1. Which statement overstates the 13:00 arrangement?

B. The new route is approved for installation at 13:00.

The meeting time establishes no route approval or installation authorization.

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F2. What must remain open for a proposed solution?

B. The actual route and relevant technical coordination requirements

No alternative route or supporting technical details have been established in the case.

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F / Guided speaking

1. E6

Electrician: The cable tray is shown on drawing E6.

Turn 1. E6 is the electrical drawing that shows the cable-tray route.

2. C3

Coordinator: The shared ceiling bay is C3.

Turn 2. C3 is the location where the tray and duct drawings conflict.

3. 13:00

Electrician: The coordination meeting is at 13:00.

Turn 3. Thirteen hundred is the meeting time, not an installation approval.

4. agreed

Coordinator: Neither trade has agreed a revised route.

Turn 4. No revised route has been agreed by either relevant trade.

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04 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "A tray and a duct in bay C3". Elena: "If a new path is proposed, the review still needs clearances, supports, and access. Shifting a line doesn't settle all those requirements." Dev: [missing response] Elena: "Please label thirteen hundred explicitly as the meeting time. It isn't a guaranteed resolution time or an installation start." Which response belongs in the gap?

C. Correct. Maintenance access is one of those questions. This issue note doesn't provide a complete alternative arrangement for the team to install.

A Not here. This line belongs to turn 8, after Elena says: "Then we need both drawings in the meeting, not just an electrical screenshot that leaves out the mechanical constraint." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 2, after Elena says: "Dev, what is the ceiling issue for thirteen hundred? Give me the bay and references so I can put the right drawings on the agenda." It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Dev's response in turn 14. It connects Elena's preceding point with Elena's follow-up. Maintenance access is one relevant coordination question for any solution; no access or clearance arrangement is supplied here.

D Not here. This line belongs to turn 4, after Elena says: "Is that what the drawings show, or are you reporting an installed clash? Those need different descriptions in the coordination record." It addresses that point, not the missing turn in the supplied exchange.

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05 / Answers and explanations

A / Read the situation

A1. What does the request propose?

C. Reception lighting only, 18:00-19:00

The proposed request covers only reception lighting within the stated one-hour window.

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A2. What is wrong with the tenant notice?

D. It says the whole floor will be unavailable

The notice expands the impact beyond the reception-lighting scope of the request.

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A3. What remains unapproved?

C. The outage request

Facilities has not approved the proposed outage arrangement.

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D / Response choices

D1. Which wording preserves scope and status?

C. Proposed reception-lighting interruption, 18:00-19:00, pending facilities approval.

The wording retains the limited service, proposed window, and pending approval without an operational claim.

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D2. Why is changing whole floor alone insufficient?

C. The notice must also stop presenting the unapproved window as confirmed.

Accurate area wording does not fix an inaccurate claim of approval or certainty.

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05 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Particular function covered by the proposed interruption. Which term fits?

C. affected service

A Not here. notice correction: Amendment of inaccurate communication. The usual combination is "make a notice correction".

B Not here. approval status: Whether a proposal is accepted, pending, or rejected. The usual combination is "state the approval status".

C Correct. affected service: Particular function covered by the proposed interruption. The usual combination is "name the affected service".

D Not here. scope readback: Repetition of the exact extent of a proposal. The usual combination is "give a scope readback".

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D4. Rebuild the exchange from "Correcting the proposed outage notice". Joel: "Then there are two problems: the notice includes too much of the building and presents an unaccepted request as a settled arrangement." Imani: [missing response] Joel: "Read the requested times back as well. I don't want to change the window while fixing the wording." Which response belongs in the gap?

D. Exactly. Correcting the impact scope alone won't make it accurate. Pending approval needs to remain visible beside the service description.

A Not here. This line belongs to turn 14, after Joel says: "Understood. We're correcting a proposal description, not giving tenants or the site team switching, testing, or restoration instructions." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 10, after Joel says: "Would proposed reception-lighting interruption, pending facilities approval work? I'd include the requested hour and keep only with the lighting scope." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 2, after Joel says: "The draft tenant notice says the whole floor will be unavailable from eighteen hundred to nineteen hundred. Is that actually your request?" It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Imani's response in turn 6. It connects Joel's preceding point with Joel's follow-up. Impact scope limits the proposal to reception lighting, but correcting it does not resolve the separate pending-approval issue.

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E / Conversation

1. affected service

Turn 2. Affected service is reception lighting only; the request does not cover every service or the whole floor.

05 / Answers and explanations / continued

2. facilities approval

Turn 4. Facilities approval has not been given, so the proposed window cannot be presented as a confirmed outage.

3. impact scope

Turn 6. Impact scope limits the proposal to reception lighting, but correcting it does not resolve the separate pending-approval issue.

4. proposed window

Turn 8. Proposed window is 18:00-19:00, with neither endpoint constituting a confirmed operational arrangement.

5. status qualifier

Turn 10. Status qualifier makes the proposal and pending approval explicit, preventing the wording from implying a settled arrangement.

6. isolation status

Turn 12. Isolation status is not supplied by the request or this conversation, so no de-energization or safety conclusion can be inferred.

7. notice correction

Turn 14. Notice correction amends scope and certainty in the communication; it does not direct an electrical operation.

8. communication release

Turn 16. Communication release remains subject to the actual review process; correcting a draft does not authorize issuing a final notice.

9. scope readback

Turn 18. Scope readback preserves reception lighting only, the proposed 18:00-19:00 window, and pending facilities approval together.

10. authorization

Turn 20. Authorization for the outage or electrical operation is not created by this notice review; the actual approval processes still apply.

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05 / Answers and explanations / continued

F / Accuracy and scope

F1. What does the request establish about isolation?

D. No verified isolation status is supplied

Planning information supplies no verified electrical status or safety clearance.

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F2. What is the purpose of this review?

D. Correct the communication and preserve the unresolved approval

The task is a communication review, not authorization or instructions for electrical operation.

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F / Guided speaking

1. lighting

Coordinator: The request covers reception lighting only.

Turn 1. Lighting is the specified reception service, not every service on the floor.

2. 18:00

Electrician: The proposed window starts at 18:00.

Turn 2. Eighteen hundred is the proposed start, not a confirmed switching instruction.

3. 19:00

Coordinator: It ends at 19:00.

Turn 3. Nineteen hundred is the proposed endpoint in the request.

4. pending

Electrician: Facilities approval is still pending.

Turn 4. Facilities has not approved the proposal, so it remains pending.

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05 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "Correcting the proposed outage notice". Joel: "Understood. We're correcting a proposal description, not giving tenants or the site team switching, testing, or restoration instructions." Imani: [missing response] Joel: "Does agreeing the sentence mean I can release a final notice now, or must it stay in the draft-review process?" Which response belongs in the gap?

C. Correct. This is a notice correction, not an operating procedure. Neither our discussion nor the revised sentence authorizes electrical action.

A Not here. This line belongs to turn 10, after Joel says: "Would proposed reception-lighting interruption, pending facilities approval work? I'd include the requested hour and keep only with the lighting scope." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 2, after Joel says: "The draft tenant notice says the whole floor will be unavailable from eighteen hundred to nineteen hundred. Is that actually your request?" It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Imani's response in turn 14. It connects Joel's preceding point with Joel's follow-up. Notice correction amends scope and certainty in the communication; it does not direct an electrical operation.

D Not here. This line belongs to turn 6, after Joel says: "Then there are two problems: the notice includes too much of the building and presents an unaccepted request as a settled arrangement." It addresses that point, not the missing turn in the supplied exchange.

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06 / Answers and explanations

A / Read the situation

A1. What did Mira report?

C. Occasional flickering in display bay 2

Mira reports an occasional symptom in a specific display bay.

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A2. What does the visit note state?

D. Flickering was not observed during the visit

The note describes what was not observed during that visit, not a diagnosis or repair.

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A3. What is the report status?

A. Pending review, with no cause established

The technical report is still awaiting review and no cause has been established.

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D / Response choices

D1. Which explanation reconciles the two accounts?

A. Occasional flickering may not appear during a particular visit.

The reported intermittent history can coexist with no flickering observed during one attendance.

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D2. Which summary is supported?

C. No flickering observed during the visit; cause unestablished; report review pending.

The summary preserves the actual observation, unresolved cause, and report stage.

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06 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Record of information from a particular attendance. Which term fits?

B. visit note

A Not here. pending review: Awaiting examination or approval through the relevant process. The usual combination is "state pending-review status".

B Correct. visit note: Record of information from a particular attendance. The usual combination is "quote the visit note".

C Not here. diagnostic conclusion: Conclusion identifying a technical problem or its cause. The usual combination is "distinguish a diagnostic conclusion".

D Not here. symptom frequency: How often the reported condition occurs. The usual combination is "clarify symptom frequency".

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D4. Rebuild the exchange from "Not seen today is not fault-free". Mira: "I'm glad that doesn't mean my report is being dismissed. I don't want anyone to read it as saying I imagined the problem." Ellis: [missing response] Mira: "Has anyone identified a component or explanation? I'd like to distinguish a possibility from a conclusion the technical team has actually reached." Which response belongs in the gap?

A. We'll retain the reported history of occasional flickering in display bay two. The note doesn't disprove it or establish conditions in every other area.

A Correct. This is Ellis's response in turn 6. It connects Mira's preceding point with Mira's follow-up. Reported history preserves Mira's earlier account instead of replacing it with a claim that she was mistaken.

B Not here. This line belongs to turn 8, after Mira says: "Has anyone identified a component or explanation? I'd like to distinguish a possibility from a conclusion the technical team has actually reached." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 14, after Mira says: "Could you give me a short accurate summary? I need to avoid both closing the issue prematurely and exaggerating the findings." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 12, after Mira says: "And we can't say a repair fixed it merely because it didn't flicker during the visit? I haven't seen anything recording corrective work." It addresses that point, not the missing turn in the supplied exchange.

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E / Conversation

1. observation period

Turn 2. Observation period limits the finding to the visit, not every time the installation has operated.

06 / Answers and explanations / continued

2. intermittent symptom

Turn 4. Intermittent symptom describes occasional flickering, which may not appear during a particular attendance.

3. reported history

Turn 6. Reported history preserves Mira's earlier account instead of replacing it with a claim that she was mistaken.

4. established cause

Turn 8. Established cause is absent; the supplied information does not support naming a failed component or a diagnosis.

5. pending review

Turn 10. Pending review describes the current report stage and does not imply an approved technical conclusion.

6. repair record

Turn 12. Repair record confirming completed corrective work is not supplied; absence of observed flickering is not proof of repair.

7. qualified statement

Turn 14. Qualified statement limits the summary to the actual visit observation, unresolved cause, and pending report review.

8. evidence limit

Turn 16. Evidence limit prevents a visit-specific observation from becoming a universal fault-free assurance or a technical diagnosis.

9. operational clearance

Turn 18. Operational clearance is not established by the visit note or language summary; the actual authorized process still governs use and work.

10. case status

Turn 20. Case status remains unresolved with review pending; the client report and limited observation both stay in the record.

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06 / Answers and explanations / continued

F / Accuracy and scope

F1. Which statement invents a repair?

B. The issue is fixed because it did not flicker while we were there.

No repair or verified correction is supplied, so symptom absence during the visit cannot prove a fix.

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F2. What should remain in the record?

C. Both Mira's reported history and the limited visit observation

Keeping both accounts preserves the history and the actual limits of the visit evidence.

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F / Guided speaking

1. flickering

Client: I reported occasional flickering in display bay 2.

Turn 1. Flickering is the reported intermittent symptom in the specified display area.

2. observed

Electrician: It was not observed during the visit.

Turn 2. Not observed limits the finding to that visit rather than proving permanent absence.

3. established

Client: No cause is established.

Turn 3. No assessment result in the case identifies the cause.

4. review

Electrician: The technical report is pending review.

Turn 4. Review remains pending, so the report is not presented as finalized.

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06 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "Not seen today is not fault-free". Mira: "Could you give me a short accurate summary? I need to avoid both closing the issue prematurely and exaggerating the findings." Ellis: [missing response] Mira: "That preserves my account without claiming the electrician saw the flickering. It also explains why the two records aren't contradictory." Which response belongs in the gap?

D. Use a qualified statement: occasional flickering reported in display bay two; none observed during the visit; cause not established; report awaiting review.

A Not here. This line belongs to turn 20, after Mira says: "I'll tell the manager the cause remains unresolved and review is pending. I won't call it fixed or fault-free from this note." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 8, after Mira says: "Has anyone identified a component or explanation? I'd like to distinguish a possibility from a conclusion the technical team has actually reached." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 12, after Mira says: "And we can't say a repair fixed it merely because it didn't flicker during the visit? I haven't seen anything recording corrective work." It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Ellis's response in turn 14. It connects Mira's preceding point with Mira's follow-up. Qualified statement limits the summary to the actual visit observation, unresolved cause, and pending report review.

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07 / Answers and explanations

A / Read the situation

A1. What changed after scope agreement?

B. A second espresso machine was added

Hana adds the second machine after the electrical scope has been agreed.

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A2. What information is missing?

D. Equipment data for the added machine

The case states that the additional machine's equipment data are unavailable.

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A3. What can Luis offer?

A. Request data and arrange revised assessment and quotation

The supported route is data collection and revised review, not technical or commercial approval.

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D / Response choices

D1. Which response preserves the facts?

A. We need the added machine's data for revised assessment and quotation before confirming terms.

Missing data and changed scope require review before technical or commercial commitments can be established.

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D2. Which assumption is unsupported?

C. The second machine has the same requirements as the first.

No product-specific information establishes equivalence between the two machines.

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07 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Manufacturer-stated input requirement under specified conditions. Which term fits?

D. rated input

A Not here. existing provision: Electrical arrangement already included or available for the project. The usual combination is "review the existing provision".

B Not here. apparent power: For a single-phase load, RMS voltage times RMS current, expressed in volt-amperes. The usual combination is "distinguish apparent power".

C Not here. active power: Electrical power associated with net energy transfer, expressed in watts or kilowatts. The usual combination is "report active power".

D Correct. rated input: Manufacturer-stated input requirement under specified conditions. The usual combination is "confirm the rated input".

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D4. Rebuild the exchange from "A second machine changes the question". Hana: "Which documents should the project team send? I don't want ratings guessed from a photograph or a general product name." Luis: [missing response] Hana: "Once the data arrive, you'll review capacity and installation requirements? Neither answer is established for the addition yet?" Which response belongs in the gap?

B. We need the relevant equipment data for the added unit through the usual project process. This is an information request, not a request for you to test or connect anything.

A Not here. This line belongs to turn 2, after Hana says: "We're adding a second espresso machine. Can the work still fit the original price and completion date, or does this need separate review?" It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Luis's response in turn 6. It connects Hana's preceding point with Hana's follow-up. Equipment data are the missing product-specific information required for the revised review, not guessed ratings or client testing.

C Not here. This line belongs to turn 12, after Hana says: "Please keep the original completion date in the review brief. Other work depends on it, although this change's effect is still unknown." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 20, after Hana says: "I'll arrange the product documents through the team. My preferred price and date remain requests until the revised review establishes the terms." It addresses that point, not the missing turn in the supplied exchange.

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E / Conversation

1. scope addition

Turn 2. Scope addition identifies the second machine as new work introduced after the original electrical agreement.

07 / Answers and explanations / continued

2. supply requirement

Turn 4. Supply requirement depends on the specific equipment information, not simply on both appliances being called espresso machines.

3. equipment data

Turn 6. Equipment data are the missing product-specific information required for the revised review, not guessed ratings or client testing.

4. capacity assessment

Turn 8. Capacity assessment remains necessary for the addition; the conversation does not establish available capacity or a suitable arrangement.

5. price commitment

Turn 10. Price commitment for the extra machine has not been made; Hana's wish to retain the original price remains a request.

6. schedule impact

Turn 12. Schedule impact of the added equipment remains unassessed, so the original completion date cannot be guaranteed for the change.

7. revised quotation

Turn 14. Revised quotation will address defined changed work after the necessary review; no new or unchanged price is established now.

8. like-for-like claim

Turn 16. Like-for-like claim is unsupported because the added machine's relevant data have not been supplied or compared.

9. change request

Turn 18. Change request remains open for data collection and revised review, rather than being automatically accepted or rejected.

10. approval boundary

Turn 20. Approval boundary keeps the added machine unapproved until the relevant technical and commercial process establishes what is acceptable.

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07 / Answers and explanations / continued

F / Accuracy and scope

F1. What is the status of unchanged price and date?

A. Requested by Hana but not committed by Luis

Hana's commercial preference remains a request while the additional work is unassessed.

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F2. What should the next handoff contain?

C. Added machine, missing data, requested terms, and need for revised assessment and quotation

The handoff preserves the actual change and unresolved questions without technical or commercial invention.

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F / Guided speaking

1. agreement

Owner: The second machine was added after scope agreement.

Turn 1. The timing makes the second machine a new scope request.

2. data

Electrician: Its equipment data are not available.

Turn 2. Product-specific data are missing and needed for the revised review.

3. quotation

Owner: We need revised assessment and a quotation.

Turn 3. The added work needs pricing through a revised quotation process.

4. established

Electrician: Capacity, price, and timing are not yet established.

Turn 4. None of these outcomes has been determined for the unassessed addition.

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07 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "A second machine changes the question". Hana: "Then a technical answer won't settle everything. I need defined pricing and timing before I decide whether to proceed." Luis: [missing response] Hana: "Don't call it like-for-like in the note. That could imply equivalence before anyone compares the added machine's data." Which response belongs in the gap?

C. Exactly. I can arrange a revised quotation alongside the revised assessment process. Neither the technical outcome nor the commercial terms has been settled in this discussion.

A Not here. This line belongs to turn 4, after Hana says: "I assumed another espresso machine would need similar provision. Is the category enough information, or do you need its specific details?" It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 8, after Hana says: "Once the data arrive, you'll review capacity and installation requirements? Neither answer is established for the addition yet?" It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Luis's response in turn 14. It connects Hana's preceding point with Hana's follow-up. Revised quotation will address defined changed work after the necessary review; no new or unchanged price is established now.

D Not here. This line belongs to turn 16, after Hana says: "Don't call it like-for-like in the note. That could imply equivalence before anyone compares the added machine's data." It addresses that point, not the missing turn in the supplied exchange.

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08 / Answers and explanations

A / Read the situation

A1. What has Ben received?

B. The as-built drawings

The as-built drawings are received, while the directory question remains unresolved.

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A2. What discrepancy remains?

C. The directory says old store while the room is now archive

The mismatch concerns the old directory wording and the current room name.

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A3. What does Priya accept?

D. Follow-up and a Thursday report, without an invented verification outcome

Priya owns the follow-up and report, but no verified identification or correction is established.

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D / Response choices

D1. Which handover statement is accurate?

A. Drawings received; directory wording differs from the room name; identification needs verification.

The statement preserves document receipt and the separate unresolved identification question.

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D2. Why is immediate relabeling unsupported?

A. The current room name does not establish circuit identity.

Verification is required because matching a name does not prove the circuit correspondence.

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08 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Name or identifier assigned to a room. Which term fits?

B. room designation

A Not here. update commitment: Promise to provide further information at a stated time. The usual combination is "make an update commitment".

B Correct. room designation: Name or identifier assigned to a room. The usual combination is "confirm the current room designation".

C Not here. record correction: Amendment based on verified information and the actual process. The usual combination is "arrange a record correction".

D Not here. handover exception: Open item retained when other handover elements are complete. The usual combination is "list a handover exception".

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D4. Rebuild the exchange from "An old room name needs verification". Ben: "Does receiving the as-built set establish that this entry was checked? I don't want document delivery confused with a verification result." Priya: [missing response] Ben: "Please retain old store exactly, alongside archive. The follow-up needs the original wording, not a silently amended entry." Which response belongs in the gap?

A. Document receipt confirms that you have the drawings. It does not establish that this directory entry is verified or that the discrepancy has been resolved.

A Correct. This is Priya's response in turn 6. It connects Ben's preceding point with Ben's follow-up. Document receipt confirms the as-built drawings reached Ben, not that every directory entry or circuit identity has been verified.

B Not here. This line belongs to turn 20, after Ben says: "That's accurate. We'll acknowledge the drawings while keeping identification open until the follow-up actually supports closure." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 10, after Ben says: "Who owns the follow-up? I want a name so facilities and electrical aren't each expecting the other to respond." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 18, after Ben says: "Can you read the whole entry back? Include the old wording, current name, required verification, your ownership, and the reporting date." It addresses that point, not the missing turn in the supplied exchange.

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E / Conversation

1. identification discrepancy

Turn 2. Identification discrepancy is the old-store directory wording against the current archive name, with circuit correspondence still unverified.

08 / Answers and explanations / continued

2. circuit identity

Turn 4. Circuit identity requires verification; the room-name change does not establish which circuit serves the archive.

3. Document receipt

Turn 6. Document receipt confirms the as-built drawings reached Ben, not that every directory entry or circuit identity has been verified.

4. legacy label

Turn 8. Legacy label is the exact wording old store, retained alongside archive so the specific entry can be followed up.

5. follow-up owner

Turn 10. Follow-up owner is Priya, who explicitly accepts responsibility for the unresolved identification issue.

6. reporting date

Turn 12. Reporting date is Thursday for Priya's update, not a guaranteed correction or a predetermined verification result.

7. operational clearance

Turn 14. Operational clearance is not established by receiving drawings, discussing names, or assigning a reporting date.

8. record correction

Turn 16. Record correction needs verified information and the applicable process; it is not authorized by a room-name assumption.

9. handover readback

Turn 18. Handover readback combines received drawings, the unresolved label discrepancy, Priya's ownership, and the Thursday report without adding clearance.

10. handover exception

Turn 20. Handover exception keeps the unverified directory entry open while allowing receipt of the drawings to be acknowledged separately.

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08 / Answers and explanations / continued

F / Accuracy and scope

F1. What does Thursday identify?

A. Priya's committed reporting date

Priya promises to report Thursday without promising an unestablished technical outcome.

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F2. What belongs in the open-item record?

C. Old-store entry, current archive name, verification needed, Priya as owner, Thursday report

These details preserve the discrepancy, required review, responsible person, and communication commitment.

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F / Guided speaking

1. archive

Facilities: The room is now called archive.

Turn 1. Archive is the current room designation, not a verified circuit identity.

2. verification

Lead: The old-store entry needs verification before any assumed correction.

Turn 2. The identification must be checked rather than changed from the name alone.

3. Priya

Facilities: Priya owns the follow-up.

Turn 3. Priya explicitly accepts responsibility for the unresolved identification item.

4. Thursday

Lead: I will report Thursday; no operational clearance is inferred.

Turn 4. Thursday is the committed reporting date, without a guaranteed technical outcome.

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08 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "An old room name needs verification". Ben: "Then Thursday is a report, not a promised corrected label or permission to operate equipment under an assumed new identity." Priya: [missing response] Ben: "Any correction needs verified information and the project process. The received drawings and unresolved circuit identification remain separate statuses." Which response belongs in the gap?

B. Correct. No operational clearance is inferred from this handover. The records discussion does not authorize operating equipment or relying on an unverified label.

A Not here. This line belongs to turn 4, after Ben says: "I was about to suggest changing the words. That would assume the entry really identifies the room we're discussing, wouldn't it?" It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Priya's response in turn 14. It connects Ben's preceding point with Ben's follow-up. Operational clearance is not established by receiving drawings, discussing names, or assigning a reporting date.

C Not here. This line belongs to turn 18, after Ben says: "Can you read the whole entry back? Include the old wording, current name, required verification, your ownership, and the reporting date." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 6, after Ben says: "Does receiving the as-built set establish that this entry was checked? I don't want document delivery confused with a verification result." It addresses that point, not the missing turn in the supplied exchange.

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Review 1 / Explanations

Cumulative review

1. A colleague needs the term for this meaning: Point where electrical energy is supplied to utilization equipment. Which term fits?

A. outlet

A Correct. outlet: Point where electrical energy is supplied to utilization equipment. The usual combination is "identify the outlet location".

B Not here. observation time: When a person noticed the described condition. The usual combination is "record the observation time".

C Not here. circuit identification: Establishing which circuit corresponds to a device or area. The usual combination is "refer circuit identification for verification".

D Not here. de-energized: In a state without energization, requiring appropriate verification before reliance. The usual combination is "avoid an unsupported de-energized claim".

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2. A colleague needs the term for this meaning: Amount of light emitted, commonly stated in lumens. Which term fits?

A. light output

A Correct. light output: Amount of light emitted, commonly stated in lumens. The usual combination is "distinguish light output".

B Not here. LED: Light-emitting diode, a semiconductor light source. The usual combination is "identify the LED product".

C Not here. luminaire: Complete lighting unit with its relevant light source and supporting components. The usual combination is "compare the luminaires".

D Not here. efficacy: Light output per unit of input power, commonly lumens per watt. The usual combination is "distinguish efficacy from color temperature".

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Review 1 / Explanations / continued

3. Rebuild the exchange from "Which sockets, where, and since when?". Rosa: "The records we already hold include a directory entry saying office. I don't know whether it correctly identifies these two devices." Kai: [missing response] Rosa: "Should I describe them as receptacles or outlets? I want the actual devices identified, rather than an uncertain whole-room arrangement." Which response belongs in the gap?

C. I will record the directory entry separately. Its wording is useful information, but it does not verify which circuit serves the devices in your report.

A Not here. This line belongs to turn 4, after Rosa says: "It's the two desk receptacles in Room 204. When I said office, I meant that room, not every office on the floor." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 8, after Rosa says: "The other rooms haven't been assessed as part of this report. My wording shouldn't suggest they're all affected or all working." It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Kai's response in turn 10. It connects Rosa's preceding point with Rosa's follow-up. Directory entry supplies the word office, but its accuracy and relationship to the reported devices remain unverified.

D Not here. This line belongs to turn 12, after Rosa says: "Should I describe them as receptacles or outlets? I want the actual devices identified, rather than an uncertain whole-room arrangement." It addresses that point, not the missing turn in the supplied exchange.

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Review 1 / Explanations / continued

4. Rebuild the exchange from "More kelvins does not mean more light". Ben: "What should go to the specialist? The two label numbers clearly aren't enough to settle the driver and control questions." Asha: [missing response] Ben: "Then I can report equal listed output, different white-light appearance, and an unresolved replacement question. I shouldn't promise equal desk illumination." Which response belongs in the gap?

C. Send the relevant product data sheet with the driver information. We haven't established dimming behavior or technical interchangeability in this conversation.

A Not here. This line belongs to turn 20, after Ben says: "Then I can report equal listed output, different white-light appearance, and an unresolved replacement question. I shouldn't promise equal desk illumination." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 4, after Ben says: "I've been comparing the wrong numbers. Which figure should I use when I mean the amount of light coming from the fitting?" It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Asha's response in turn 18. It connects Ben's preceding point with Ben's follow-up. Product data sheet provides product-specific information for review; a brief comparison does not establish all compatibility requirements.

D Not here. This line belongs to turn 2, after Ben says: "These are the two fittings I'm comparing. The four-thousand-K version should give more light than the three-thousand-K one, shouldn't it?" It addresses that point, not the missing turn in the supplied exchange.

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Review 2 / Explanations

Cumulative review

1. A colleague needs the term for this meaning: Reference line through the specified center of a component. Which term fits?

B. centerline

A Not here. approved location: Position explicitly accepted through the relevant process. The usual combination is "verify the approved location".

B Correct. centerline: Reference line through the specified center of a component. The usual combination is "identify the centerline".

C Not here. reception elevation: Drawing view showing the reception face and its details. The usual combination is "review the reception elevation".

D Not here. reference ambiguity: Uncertainty about what a dimension or note refers to. The usual combination is "flag the reference ambiguity".

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2. A colleague needs the term for this meaning: Space above a ceiling surface. Which term fits?

D. ceiling void

A Not here. clearance requirement: Space needed around a component for the relevant purpose. The usual combination is "verify clearance requirements".

B Not here. trade priority: Claimed or agreed precedence between work disciplines. The usual combination is "avoid assuming trade priority".

C Not here. cable tray: Support system used to carry cables along a route. The usual combination is "identify the cable tray".

D Correct. ceiling void: Space above a ceiling surface. The usual combination is "coordinate work in the ceiling void".

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Review 2 / Explanations / continued

3. Rebuild the exchange from "More kelvins does not mean more light". Ben: "So the total leaving a fitting isn't the same as the amount arriving at one particular desk. We need more information for that comparison." Asha: [missing response] Ben: "What about electricity use? Does the higher color-temperature number mean more power, or is that another separate figure on the specification?" Which response belongs in the gap?

C. Yes, including the light distribution. Equal total outputs can be directed differently, so I won't promise identical light levels throughout the desk area.

A Not here. This line belongs to turn 4, after Ben says: "I've been comparing the wrong numbers. Which figure should I use when I mean the amount of light coming from the fitting?" It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 6, after Ben says: "What would four thousand look like compared with three thousand? I'd like to describe the difference accurately when I speak to our designer." It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Asha's response in turn 10. It connects Ben's preceding point with Ben's follow-up. Light distribution describes where emitted light goes and can affect surface illumination even when listed outputs match.

D Not here. This line belongs to turn 2, after Ben says: "These are the two fittings I'm comparing. The four-thousand-K version should give more light than the three-thousand-K one, shouldn't it?" It addresses that point, not the missing turn in the supplied exchange.

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Review 2 / Explanations / continued

4. Rebuild the exchange from "A tray and a duct in bay C3". Elena: "Read the short agenda entry back. I need both services, the bay, and the outstanding decision together." Dev: [missing response] Elena: "That gives the meeting a precise issue without assigning blame. I'll retain both sources with it." Which response belongs in the gap?

A. E6 tray and mechanical-layout duct share C3; route approval remains outstanding; both drawings need review at thirteen hundred. Neither trade has accepted a revision.

A Correct. This is Dev's response in turn 18. It connects Elena's preceding point with Elena's follow-up. Route approval is absent because neither trade has agreed a revised path; the query must preserve that status.

B Not here. This line belongs to turn 2, after Elena says: "Dev, what is the ceiling issue for thirteen hundred? Give me the bay and references so I can put the right drawings on the agenda." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 20, after Elena says: "That gives the meeting a precise issue without assigning blame. I'll retain both sources with it." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 12, after Elena says: "Could the mark-up highlight the conflict without adding a new route? A suggested line can easily be forwarded as an accepted solution." It addresses that point, not the missing turn in the supplied exchange.

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Review 3 / Explanations

Cumulative review

1. A colleague needs the term for this meaning: Lighting serving the reception area. Which term fits?

B. reception lighting

A Not here. operational instruction: Direction to perform an equipment or system action. The usual combination is "distinguish a notice from an operational instruction".

B Correct. reception lighting: Lighting serving the reception area. The usual combination is "identify the reception-lighting scope".

C Not here. facilities approval: Acceptance through the responsible facilities process. The usual combination is "await facilities approval".

D Not here. communication release: Authorization or controlled action to issue a notice. The usual combination is "confirm the communication release".

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2. A colleague needs the term for this meaning: Document recording the relevant professional information and findings. Which term fits?

A. technical report

A Correct. technical report: Document recording the relevant professional information and findings. The usual combination is "submit the technical report".

B Not here. repeat occurrence: Another instance of a previously reported symptom. The usual combination is "record a repeat occurrence".

C Not here. qualified statement: Claim limited to the scope supported by the evidence. The usual combination is "give a qualified statement".

D Not here. flickering: Visible variation in light output perceived as fluctuating light. The usual combination is "report occasional flickering".

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Review 3 / Explanations / continued

3. Rebuild the exchange from "A tray and a duct in bay C3". Elena: "Is there a project decision giving one service precedence here? I don't want competing assumptions that the other trade must move." Dev: [missing response] Elena: "Could the mark-up highlight the conflict without adding a new route? A suggested line can easily be forwarded as an accepted solution." Which response belongs in the gap?

C. No trade priority is established. I won't assign the move to mechanical or promise an electrical change before the coordinated review.

A Not here. This line belongs to turn 16, after Elena says: "Please label thirteen hundred explicitly as the meeting time. It isn't a guaranteed resolution time or an installation start." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 8, after Elena says: "Then we need both drawings in the meeting, not just an electrical screenshot that leaves out the mechanical constraint." It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Dev's response in turn 10. It connects Elena's preceding point with Elena's follow-up. Trade priority is not established in the case, so neither electrical nor mechanical can be assumed to take precedence automatically.

D Not here. This line belongs to turn 4, after Elena says: "Is that what the drawings show, or are you reporting an installed clash? Those need different descriptions in the coordination record." It addresses that point, not the missing turn in the supplied exchange.

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4. Rebuild the exchange from "Not seen today is not fault-free". Mira: "Does that summary give anyone permission to use or work on the equipment? I want to be careful with words like cleared." Ellis: [missing response] Mira: "I'll tell the manager the cause remains unresolved and review is pending. I won't call it fixed or fault-free from this note." Which response belongs in the gap?

B. It gives no operational clearance. The actual authorized process governs those questions; this conversation isn't permission for an electrical action.

A Not here. This line belongs to turn 2, after Mira says: "The visit note says no flickering was observed. Can I tell our manager the installation is fault-free now, or would that go too far?" It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Ellis's response in turn 18. It connects Mira's preceding point with Mira's follow-up. Operational clearance is not established by the visit note or language summary; the actual authorized process still governs use and work.

C Not here. This line belongs to turn 4, after Mira says: "It happens occasionally in display bay two, not continuously. That's why I was concerned a visit might not catch it." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 10, after Mira says: "Is the technical report final? Our manager will probably ask whether this is the accepted conclusion or just the current visit record." It addresses that point, not the missing turn in the supplied exchange.

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Review 4 / Explanations

Cumulative review

1. A colleague needs the term for this meaning: Extra electrical demand associated with added equipment. Which term fits?

B. additional load

A Not here. capacity assessment: Evaluation of whether the relevant provision can meet the proposed demand. The usual combination is "arrange a capacity assessment".

B Correct. additional load: Extra electrical demand associated with added equipment. The usual combination is "assess the additional load".

C Not here. like-for-like claim: Assertion that a replacement or addition has equivalent relevant characteristics. The usual combination is "verify a like-for-like claim".

D Not here. scope addition: Extra item proposed after the agreed scope. The usual combination is "record the scope addition".

[Return to the exercise, page 92](#)

2. A colleague needs the term for this meaning: Changing identification wording on a label or record. Which term fits?

A. relabeling

A Correct. relabeling: Changing identification wording on a label or record. The usual combination is "avoid relabeling by assumption".

B Not here. RMS: Root mean square; an effective-value measure used for AC voltage and current. The usual combination is "state the RMS basis".

C Not here. as-built drawing: Record drawing intended to represent the installed arrangement, subject to its actual verification status. The usual combination is "receive the as-built drawings".

D Not here. verification outcome: Result of the relevant identification check. The usual combination is "await the verification outcome".

[Return to the exercise, page 92](#)

Review 4 / Explanations / continued

3. Rebuild the exchange from "Not seen today is not fault-free". Mira: "Is the technical report final? Our manager will probably ask whether this is the accepted conclusion or just the current visit record." Ellis: [missing response] Mira: "And we can't say a repair fixed it merely because it didn't flicker during the visit? I haven't seen anything recording corrective work." Which response belongs in the gap?

A. It's pending review. I can explain the visit note, but I shouldn't describe the report as finalized or approved.

A Correct. This is Ellis's response in turn 10. It connects Mira's preceding point with Mira's follow-up. Pending review describes the current report stage and does not imply an approved technical conclusion.

B Not here. This line belongs to turn 2, after Mira says: "The visit note says no flickering was observed. Can I tell our manager the installation is fault-free now, or would that go too far?" It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 18, after Mira says: "Does that summary give anyone permission to use or work on the equipment? I want to be careful with words like cleared." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 4, after Mira says: "It happens occasionally in display bay two, not continuously. That's why I was concerned a visit might not catch it." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 92](#)

Review 4 / Explanations / continued

4. Rebuild the exchange from "An old room name needs verification". Ben: "Can you read the whole entry back? Include the old wording, current name, required verification, your ownership, and the reporting date." Priya: [missing response] Ben: "That's accurate. We'll acknowledge the drawings while keeping identification open until the follow-up actually supports closure." Which response belongs in the gap?

C. The handover readback is: as-built drawings received; old-store entry differs from current archive designation; identification needs verification; Priya owns follow-up and will report Thursday.

A Not here. This line belongs to turn 4, after Ben says: "I was about to suggest changing the words. That would assume the entry really identifies the room we're discussing, wouldn't it?" It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 6, after Ben says: "Does receiving the as-built set establish that this entry was checked? I don't want document delivery confused with a verification result." It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Priya's response in turn 18. It connects Ben's preceding point with Ben's follow-up. Handover readback combines received drawings, the unresolved label discrepancy, Priya's ownership, and the Thursday report without adding clearance.

D Not here. This line belongs to turn 14, after Ben says: "Then Thursday is a report, not a promised corrected label or permission to operate equipment under an assumed new identity." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 92](#)

Additional case 1 / Explanations

Extended conversation

1. power reduction

Turn 2. Twelve times the sixteen-watt difference gives 192 watts, equivalent to 0.192 kilowatts, not a bill amount.

2. system input

Turn 4. The supplied forty- and twenty-four-watt figures include their drivers; adding another driver allowance would count power twice.

3. energy saving

Turn 6. 0.192 kilowatts multiplied by 2,500 hours equals 480 kilowatt-hours per year under the supplied assumptions.

4. energy tariff

Turn 8. The fictional energy-only rate is twenty cents per kilowatt-hour; multiplying 480 by \$0.20 gives \$96 per year.

5. simple payback

Turn 10. The additional \$480 divided by \$96 annual modeled energy savings equals five years, without financing, discounting, or other cost changes.

6. guarantee

Turn 12. The result depends on operating hours, stated power, tariff, and exclusions; the calculation is not a guaranteed bill reduction or investment return.

[Return to the conversation, page 95](#)

Transfer exchange

1. 160

Client: The total power reduction is 160 watts.

Turn 1. Eight times the twenty-watt difference gives 160 watts, or 0.16 kilowatts.

Additional case 1 / Explanations / continued

2. 240

Estimator: The annual energy reduction is 240 kilowatt-hours.

Turn 2. 0.16 kilowatts multiplied by 1,500 hours gives 240 kilowatt-hours.

3. 60

Client: The modeled energy-cost reduction is 60 dollars yearly.

Turn 3. 240 kilowatt-hours at \$0.25 each gives sixty dollars per year.

4. three

Estimator: The simple payback is three years.

Turn 4. The \$180 added cost divided by \$60 annual modeled savings is three years, not a guaranteed financial return.

[Return to the conversation, page 98](#)

Additional case 2 / Explanations

Extended conversation

1. IP code

Turn 2. The two characteristic numerals describe different protection categories; sixty-seven is not a single overall score that automatically replaces sixty-five.

2. dust-tight

Turn 4. The first digit six states dust-tight protection under the applicable classification conditions; it is not an airtight or universal safety guarantee.

3. water jets

Turn 6. The second digit five addresses water jets under the specified test conditions; it does not establish unlimited pressure, temperature, or immersion resistance.

4. Temporary immersion

Turn 8. The second digit seven concerns temporary immersion conditions and does not automatically establish the separate jet-resistance claims of digits five or six.

5. dual rating

Turn 10. A product can state separately demonstrated jet and immersion classifications; the dialogue supplies only IP67 for B, not an additional jet rating.

6. declared configuration

Turn 12. Protection claims apply to the relevant enclosure configuration; entries, fittings, seals, and assembly conditions must be checked rather than inferred from a bare-box label.

[Return to the conversation, page 100](#)

Transfer exchange

1. dust-tight

Buyer: The shared first digit describes dust-tight protection.

Turn 1. Both first digits are six, which addresses dust-tight protection under the classification conditions.

Additional case 2 / Explanations / continued

2. powerful-water-jet

Coordinator: IP66 declares the stated powerful-water-jet category.

Turn 2. The second six refers to powerful water jets, not an immersion classification.

3. temporary-immersion

Buyer: IP67 declares the stated temporary-immersion category instead.

Turn 3. The second seven concerns temporary immersion under specified conditions.

4. unconfirmed

Coordinator: The alternative's separate jet evidence remains unconfirmed .

Turn 4. An IP67-only claim does not itself establish IP66 jet classification or authorize the substitution.

[Return to the conversation, page 103](#)

Additional case 3 / Explanations

Extended conversation

1. apparent power

Turn 2. For the supplied single-phase RMS values, 230 times 10 equals 2,300 VA, or 2.3 kVA; it is not automatically 2.3 kW.

2. active power

Turn 4. The supplied active input power is 1.84 kW; it is a separate quantity from the 2.3 kVA apparent-power calculation.

3. power factor

Turn 6. Power factor is active power divided by apparent power; 1.84 divided by 2.3 equals 0.8, a dimensionless ratio.

4. Efficiency

Turn 8. Efficiency compares useful output with input, which is different from power factor; the report supplies no useful-output figure from which to calculate it.

5. kilowatt-hours

Turn 10. Constant active input of 1.84 kW for two hours gives 3.68 kWh; using 2.3 kVA would not calculate this active-energy quantity.

6. measurement basis

Turn 12. The case uses completed single-phase RMS readings and a stated constant two-hour period; it does not supply a three-phase calculation or operating procedure.

[Return to the conversation, page 105](#)

Transfer exchange

1. 0.6

Coordinator: Apparent power is 0.6 kVA.

Turn 1. 120 times 5 equals 600 VA, or 0.6 kVA.

Additional case 3 / Explanations / continued

2. 0.8

Electrician: Power factor is 0.8 .

Turn 2. 0.48 kW divided by 0.6 kVA gives the dimensionless ratio 0.8.

3. 1.44

Coordinator: Active energy for the period is 1.44 kWh.

Turn 3. Constant 0.48 kW multiplied by three hours equals 1.44 kWh.

4. unknown

Electrician: Useful-output efficiency remains unknown .

Turn 4. No useful-output figure is supplied, so the power-factor ratio cannot establish efficiency.

[Return to the conversation, page 108](#)

Find a phrase by purpose

Taking a precise electrical service request

Acknowledge the report: I will record what you have already observed.

Narrow the location: Which room does your report concern?

Confirm the devices: You mean the two desk receptacles in Room 204.

[Full phrase bank, page 7](#)

Clarifying lighting specifications

Name the two attributes: Lumens and kelvins describe different things.

Explain output: Lumens describe the listed light output.

Explain color: Kelvins describe the color temperature.

[Full phrase bank, page 17](#)

Agreeing device positions and drawing references

Read the stated height: The elevation shows 1,100 millimeters above finished floor level.

Identify the known datum: The reference level is the completed floor surface.

Identify the missing endpoint: The note does not say centerline or lower edge.

[Full phrase bank, page 29](#)

Coordinating containment and shared work areas

Locate the conflict: The clash is in ceiling bay C3.

Cite the electrical source: E6 shows the cable tray in that space.

Cite the mechanical source: The mechanical layout shows a duct there.

[Full phrase bank, page 39](#)

Find a phrase by purpose / continued

Communicating outage plans and status

State the proposal: The request proposes 18:00-19:00.

Name the exact service: The scope is reception lighting only.

State the approval limit: Facilities has not approved the request.

[Full phrase bank, page 51](#)

Reporting findings and uncertainty

Acknowledge the history: You reported occasional flickering in display bay 2.

Quote the limited finding: Flickering was not observed during the visit.

Keep the time boundary: That statement applies to the visit observation period.

[Full phrase bank, page 61](#)

Assessing added equipment and substitutions

Acknowledge the addition: You want to add a second espresso machine.

Name the scope change: That machine was added after the electrical scope was agreed.

Identify the missing information: We do not have the equipment data for the added unit.

[Full phrase bank, page 73](#)

Handing over electrical records

Acknowledge the records: You have received the as-built drawings.

Name the remaining issue: One circuit-directory entry still says old store.

State the current room name: The room is now called archive.

[Full phrase bank, page 84](#)

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References and publication notes

All cases, organizations, figures, and conversations are fictional teaching material, not transcripts. Communication practice does not replace qualified advice or current workplace procedures.

[1] US Bureau of Labor Statistics. Electricians.

Occupational context for drawings, electrical systems, and coordination. The scenarios provide no installation or testing procedures. Source checked 10 October 2026.

<https://www.bls.gov/ooh/construction-and-extraction/electricians.htm>

[2] Occupational Safety and Health Administration. Electrical Glossary.

Terminology for devices, raceways, ratings, and qualified roles. Learner definitions do not replace standards or safety procedures. Source checked 10 October 2026.

<https://www.osha.gov/electrical/glossary>

[3] US Department of Energy. Purchasing Energy-Efficient Light Bulbs.

Reference for distinguishing lumen output, power input, and correlated color temperature. Procurement rules, historical prices, efficiency thresholds, and product recommendations are not taught here. Source checked 10 October 2026.

<https://www.energy.gov/cmei/femp/purchasing-energy-efficient-light-bulbs>

[4] US Department of Energy. LED Basics.

Background for lighting-system attributes, color appearance, color rendering, and product compatibility questions. No performance forecast, lifetime guarantee, or installation decision is inferred. Source checked 10 October 2026.

<https://www.energy.gov/cmei/ssl/led-basics>

Companion course

The website offers the eight-lesson course and related practice. This book can be used independently. No audio access or external account is needed for its exercises.

<https://englishladder.com/efsp-electricians.html>

Specific reports. Clear status.

Eight electrical-work conversations: define a service report, distinguish lumens and color temperature, clarify a device datum, coordinate ceiling routes, correct an outage notice, report uncertainty, assess added equipment, and hand over an unverified directory entry.

Taking a precise electrical service request

Dead is Rosa's informal description, not verified de-energized or isolated status. Her account identifies two desk receptacles in Room 204. Other areas are unassessed, so they must not be described as either working normally or affected.

Agreeing device positions and drawing references

The floor datum is stated: finished floor level. The missing information is the endpoint on the device, centerline or lower edge. The joinery centerline convention highlights the need to coordinate, but does not authorize applying that convention to the electrical note.

Clarifying lighting specifications

Both luminaires are listed at 1,200 lumens, so the supplied light-output figures are equal. The 4,000 K product has a cooler color appearance than the 3,000 K product. The larger kelvin number does not establish a greater lumen output.

Coordinating containment and shared work areas

E6 places a cable tray in ceiling bay C3 where the mechanical layout shows a duct. The conflict is between the drawn arrangements; the case does not establish completed installation. No revised route or priority rule is agreed.

Specific reports. Clear status. / continued

Phil Stilwell

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