

Test and Tag Technician interview questions

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What to expect

Test and tag technician interviews blend technical knowledge with practical safety awareness. Employers want to know you can follow AS/NZS 3760 procedures, work independently, and communicate well with clients.

- **Technical knowledge:** Questions about testing procedures, instrument use, and AS/NZS 3760 requirements.
- **Process and method:** How you plan and organise a test and tag job, especially on large or complex sites.
- **Safety and compliance:** Your approach to hazard identification, risk control, and WHS obligations.
- **Behavioural and client-facing:** How you handle real situations with clients, including explaining faults and managing difficult conversations.
- **Scenario-based:** Hypothetical problems such as incomplete registers or equipment access issues.

Interviews usually start with a phone screen to check qualifications and availability, then move to a face-to-face or on-site interview. You may be asked to demonstrate testing on a sample appliance or walk through your process step by step. Some employers include a short written quiz on AS/NZS 3760 and safe work practices. The panel often includes a supervisor or team leader and sometimes a safety officer.

1. Can you explain the steps you follow when testing a portable appliance, from visual inspection to tagging?

Why they ask

This tests your technical knowledge and ability to follow standard procedures.

How to structure your answer

Walk through each step in order: visual inspection, instrument setup, test sequence, interpretation of results, and tagging or removal from service.

Example answer

"First I do a visual inspection of the appliance, lead and plug for any damage, such as cracks, exposed wires or burn marks. If it passes, I connect it to the portable appliance tester and run the appropriate tests. For a Class I appliance, that means earth continuity, insulation resistance and polarity. For a Class II, it is insulation resistance and polarity. I check the results against AS/NZS 3760 limits. If it passes, I attach a tag with the test date and next due date. If it fails, I tag it out of service and inform the client."

2. How do you organise a test and tag job for a large site with hundreds of items?

Why they ask

Employers want to see that you can plan, prioritise, and work efficiently without disrupting the client's operations.

How to structure your answer

Outline your planning process: obtaining the asset list, prioritising high-risk items, scheduling by area, tracking progress, and reporting at the end.

Example answer

"I start by getting a copy of the asset register or a list of equipment from the client. I prioritise items that are used most frequently or in high-risk areas, like construction tools or kitchen equipment. I schedule testing in blocks, maybe by department or location, to minimise disruption. I keep a log of what has been tested and what is pending, and I communicate with the client about any items that need to be isolated. At the end, I update the register and provide a summary report."

3. What are the main electrical hazards you look for when testing and tagging, and how do you manage them?

Why they ask

Safety is central to this role, and interviewers need to know you can identify and control risks.

How to structure your answer

Identify hazards first, then explain the controls you apply, such as isolation, PPE, and correct instrument use.

Example answer

"The main hazards are electric shock from faulty equipment, damaged leads, and incorrect test procedures. I always isolate the appliance from the power supply before testing, and I use a portable appliance tester that is in good condition and calibrated. I wear appropriate PPE, such as safety glasses and gloves, and I follow a lock-out/tag-out procedure if needed. I also check for environmental hazards like water on the floor or damaged outlets."

4. Tell me about a time you found a serious fault on an appliance. What did you do?

Why they ask

This reveals how you handle a critical safety issue and whether you follow through with proper procedures.

How to structure your answer

Use STAR: Situation, Task, Action, Result. Keep it concise and focus on your actions and the outcome.

Example answer

"Situation: I was testing in a hospital kitchen and found a commercial mixer with a damaged cord. Task: I needed to ensure it was taken out of service immediately. Action: I tagged it out, informed the kitchen manager, and explained the risk of electric shock. I also helped them arrange a replacement while the mixer was repaired. Result: The faulty mixer was repaired and retested, and the kitchen avoided any downtime or safety incident."

5. How do you explain to a client that a piece of equipment has failed and needs to be removed from service?

Why they ask

This tests your communication skills and ability to handle potentially difficult conversations with empathy and clarity.

How to structure your answer

Describe your approach: use plain language, show evidence, explain risks, offer options, and document the advice.

Example answer

"I start by explaining the test result in plain language, not technical jargon. I show them the fault or the failed reading, and I explain what could happen if they keep using it. I offer options: repair, replace, or dispose. I also make sure they understand their obligations under WHS laws. I stay calm and respectful, because they might be stressed about the cost or disruption. I document everything and provide a written report."

6. You arrive at a site and the client is missing several items from their register, or the register is out of date. How do you handle it?

Why they ask

This assesses your problem-solving skills and your ability to adapt when things are not as expected.

How to structure your answer

Show judgement under pressure: acknowledge the issue, work with the client to resolve it, and suggest improvements for the future.

Example answer

"I would ask the client to help me locate the missing items or identify any new equipment. If the register is out of date, I would test what is available, and then work with the client to update the register as we go. I would note any discrepancies and provide a report so they can fix their records. I might suggest a more regular testing schedule to avoid this in future."